

Nneka Ezenwa  
Executive Director  
Federal Regulatory



1300 I Street, NW  
Suite 400 West  
Washington, DC 20005  
(202) 515-2466  
(202) 336-7922 (fax)  
nneka.n.ezenwa@verizon.com

May 20, 2010

**Ex Parte**

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: Petition for Expedited Rulemaking to Adopt Rules Pertaining to the Provision by Regional Bell Operating Companies of Certain Network Elements Pursuant to 47 U.S.C. § 271(c)(2)(B) of the Act, WC Docket No. 09-222; Cbeyond, Inc. Petition for Expedited Rulemaking to Require Unbundling of Hybrid, FTTH, and FTTC Loops Pursuant to 47 U.S.C. § 251(c)(3) of the Act, WC Docket No. 09-223**

Dear Ms. Dortch:

Yesterday, Rashann Duvall and I met with Thomas Reed of the Office of Communications Business Opportunities to discuss Verizon's efforts to promote and support small business. Our discussion was consistent with previous comments filed in the above-referenced dockets. We discussed the fact that Verizon partners with small businesses to build advanced broadband networks and also provides small businesses with discounts on services from suppliers. We also discussed Verizon's commitment to small businesses, including women, minority-owned businesses, and firms owned by service-disabled veterans in its supply chain; Verizon purchased more than \$3.7 billion in goods and services from diverse businesses in 2009 alone. In addition to creating opportunities for small businesses, Verizon and Verizon Wireless offer a wide range of services and promotions for small businesses. Verizon also provides extensive support to small businesses to help them optimize their use of broadband services and other advanced technologies. Verizon FiOS Internet for Business - the ultra-high-speed, fiber-optic-powered broadband solution for small and medium-sized businesses (SMBs) - has been honored by the global technology research firm IDC with a SMB Excellence Award for product excellence and program creativity. *See* Attachment 1.

We explained that the existing regulatory regime concerning fiber facilities and dedicated high-capacity services has benefitted small businesses. Under the existing regulatory regime, providers have made substantial investments in fiber facilities used to provide retail services to business and competition to provide services to small businesses is flourishing. Any reversal of the Commission's policy at this time would be harmful to small businesses because it would discourage the substantial, future investments needed for widespread availability of next-generation broadband facilities. Accordingly, the Commission should reject arguments to reverse its decisions not to require fiber unbundling, and should also reject arguments to impose additional rate regulation on special access services.

Sincerely,

A handwritten signature in black ink that reads "Nneka Ezenwa".

Attachment

May 20, 2010  
Page 2

# **ATTACHMENT 1**



Residential

**Business**

Wireless

Need Help?

## Secure, Reliable Solutions. For Any Business. Any Size.

### Small Business Up to 20 employees

We offer a range of voice, Internet, TV, and wireless service to help grow your small business.

[All Small Business products](#)

#### Quick Links for Small Business

- [Set up new service](#)
- [Wireless](#)
- [Quick pay](#)
- [Support](#)



### Medium Business 20 to 1000 employees

[Solutions Support](#)



### Enterprise Business Global Solutions

[Solutions Support](#)



### Business Account Sign In ?

Select the Destination

User ID:

Password:

(Passwords are case-sensitive)

[Register](#)

Work together online using the Verizon Collaboration Center

More Business Sites  
[Government](#) | [Wholesale](#)



### Wireless Business

- [Blackberry](#)
- [Mobile Internet](#)
- [Push to Talk](#)



[All Wireless Business products](#)

### Two great Internet products One unbeatable network.

Plans Starting at **\$29.99/month**.  
Exclusive Online Only Offer-Order today and receive a **FREE** wireless router or modem.



Check Availability - Enter your business phone number:

[Check by address](#)

### Verizon Collaboration Center

Meet online, present projects, share calendars and ideas. Sign up for free 30 day trial.



### Verizon News

Mar 16, 2010 [Verizon Business Positioned as a Leader in Global Network Service Provider Magic Quadrant](#)

[More](#)



# One total solution. One last chance to get this great deal.

Save big with this valuable package built for your small business.

**HURRY**  
OFFER ENDS 4/17/10

**VERIZON**  
SMALL BUSINESS PAK

As low as

**\$84<sup>99</sup>**  
a month

for 1 yr w/3-yr Agmt (plus taxes & fees)

High Speed Internet

Unlimited Nationwide Calling

25 GB Online Storage

FREE Wi-Fi

Advanced Internet Security



One of the many tools in the Verizon Small Business Toolbox.

Call 1.888.726.0875 today

Click [verizon.com/toolbox](http://verizon.com/toolbox)

Order online and get \$5 off a month for a year

For new HSI business customers, subj to credit review. Offer may be fulfilled via bill credit(s). Std rates apply after 1st year. Early termination fees: up to \$149 for HSI & \$125 for voice. Up to \$99.99 activation & other fees, taxes, charges & terms apply. Service availability & actual speeds vary. HSI provisioned at 5.0 Mbps or up to 7.1 Mbps based on VZ line qualification requirements. Verizon Wi-Fi available in select areas with qualifying packages. Software limitations and other terms apply. Visit [verizon.com/wifi](http://verizon.com/wifi) for details and availability. Offer ends 4/17/10. ©2010 Verizon



# Everything your small business needs. But you need to act fast.

Verizon brings you this total solution at an incredible value.  
Call today and you'll get:

- **A dedicated connection** from our office to yours
- **Speeds up to 7.1 Mbps** so you can work faster
- **Unlimited Nationwide Calling** so you can talk as long as you need
- **25 GB of Online Data Storage** to safeguard your important business files
- **FREE Wi-Fi** from thousands of hotspots nationwide
- **FREE Wireless Router** for mobility in the office
- **Advanced Internet Security** features to help protect against viruses and hackers



## VERIZON SMALL BUSINESS PAK

As low as

**\$84<sup>99</sup>** a month

for 1 yr w/3-yr Agmt (plus taxes & fees)



One of the many tools in the Verizon Small Business Toolbox.

Call 1.888.726.0875 today

Click [verizon.com/toolbox](http://verizon.com/toolbox)

Order online and get \$5 off a month for a year

For new HSI business customers, subj to credit review. Offer may be fulfilled via bill credit(s). Std rates apply after 1st year. Early termination fees: up to \$149 for HSI & \$125 for voice. Up to \$99.99 activation & other fees, taxes, charges & terms apply. Service availability & actual speeds vary. HSI provisioned at 5.0 Mbps or up to 7.1 Mbps based on VZ line qualification requirements. Verizon Wi-Fi available in select areas with qualifying packages. Software limitations and other terms apply. Visit [verizon.com/wifi](http://verizon.com/wifi) for details and availability. Offer ends 4/17/10. ©2010 Verizon

IBU10005-84

Residential **Business** Wireless

**Need Help?** Type a question or keyword

Products & Services Bundles Industry Solutions Small Business Center Support My Business Account

Small Business Products & Services Internet

## Verizon FiOS® Internet

Overview Features Installation System Requirements **Packages & Pricing**

### Upgrade Your Office to the Digital Age

[Print](#)

[Email](#)

Prices Starting at \$64.99 / Month

**Plus!** Get a FREE wireless router with Online Orders

For more information, speak to a Small Business Representative at 1-888-481-0387 .

#### Product Availability and Ordering

To see if FiOS Internet is available for your office, and to view prices for your location, enter your Verizon business number in the fields below.

Verizon Business Line

Check Availability

or Check by [Address](#)

#### Special Offers

Find special offers customized for your location.

[See Special Offers](#)

[A Verizon Agent is available now](#)



#### Related Products & Services

[Small Business Solution Recommender](#)

Use our "digital consultant" to help you start, grow, or improve your business.

[Verizon Wi-Fi](#)

Going wireless is as easy as 1-2-3, and its free for Verizon Small Business Customers in select areas with qualifying packages.

[FiOS TV](#)

Keep everyone entertained and informed with the best tv service around.

[Start Your Business](#)

Let us take some of the burden off your shoulders

[Verizon Internet Security Suite](#)

State-of-the-Art protection that's fully integrated with your Verizon internet connection.

[Verizon Merchant Services](#)

Save money and speed up credit card transaction times.

[Verizon Collaboration Center](#)

Meet online, share calendars, and present projects and ideas.

#### Bundle Up & Save

Upgrade to Verizon Phone + Internet and get more for your money.

[Learn More](#)

No matter what FiOS plan you choose, your Internet service includes:

State-of-the-art fiber-optic technology. Receive large files and download Web pages faster than ever.

Maximum speed. Send large files and email attachments in a flash! No current provider can beat our upload connection speeds.

24 / 7 business-grade tech support. Get answers around the clock.

**Static IP** | Dynamic IP

An Internet protocol (IP) is an address assigned by your Internet service provider (ISP) and is used to give your computer or other device access to the Internet.

Maximum Connection Speed	Price per Month
Two Year Contract	
Up to 25 Mbps / 25 Mbps	\$104.99
Up to 35 Mbps / 35 Mbps	\$124.99
Up to 50 Mbps / 20 Mbps	\$189.99
One Year Contract	
Up to 25 Mbps / 25 Mbps	\$109.99
Up to 35 Mbps / 35 Mbps	\$129.99
Up to 50 Mbps / 20 Mbps	\$194.99

Order Now

Residential **Business** Wireless

**Need Help?** Type a question or keyword

Products & Services Bundles Industry Solutions Small Business Center Support My Business Account

Small Business Products & Services Internet

## Verizon High Speed Internet

Overview Features System Requirements **Packages & Pricing**

### Upgrade Your Office to the Digital Age

[Print](#)

[Email](#)

Prices Starting at \$29.99 / Month

**Plus!** Get a **FREE Wireless Modem/Router with Online Orders.**

For more information, speak to a Small Business Representative at 1-888-481-0387.

#### Product Availability and Ordering

To see if High Speed Internet is available for your office, and to view prices for your location, enter your Verizon business number in the fields below

Verizon Business Line

Check Availability

or Check by [Address](#)

No matter what Verizon High Speed Internet plan you choose, your Internet service includes:

- 24 / 7 live technical support
- 30-day money-back guarantee
- Up to 9 email accounts
- Up to 20 MB for your own Web page
- Free Wi-Fi in select areas for qualifying customers
- Option to add premium services

**Static IP** | [Dynamic IP](#)

An Internet protocol (IP) is an address assigned by your Internet service provider (ISP) and is used to give your computer or other device access to the Internet.

Packages	Features	Maximum Connection Speed	Activation Fee	Modem	Price per Month
<b>Premium</b>					
<b>7.1 Mbps</b> Top connection speeds with premium email and Web space features.	20 MB of Web space Up to 10 verizon.net email boxes or three domain names Free Wi-Fi in select areas for qualifying customers One free license for Verizon Internet Security Suite	Up to 7.1 M/768K	Up to \$99.99	FREE with online order	\$149.99 or \$199.99*
<b>3 Mbps</b> For your growing business, a fast,	20 MB of Web space Up to 10	Up to 3.0M/768K	Up to \$99.99	FREE with online	\$79.99

#### Special Offers

Find special offers customized for your location.

[See Special Offers](#)

#### Related Products & Services

[Small Business Solution Recommender](#)

Use our "digital consultant" to help you start, grow, or improve your business.

[FiOS Internet](#)

Get the power of fiber optics straight to your office.

[Verizon Wi-Fi](#)

Going wireless is as easy as 1-2-3, and its free for Verizon Small Business Customers in select areas with qualifying packages.

[Freedom for Business Expansion PAK](#)

Get the freedom of unlimited calling, the convenience of calling features and the power of broadband working together.

[Start Your Business](#)

Let us take some of the burden off your shoulders.

[Verizon Internet Security Suite](#)

State-of-the-Art protection that's fully integrated with your Verizon internet connection.

[Verizon Merchant Services](#)

Save money and speed up credit card transaction times.

[Verizon Collaboration Center](#)

Meet online, share calendars, and present projects and ideas.

#### Bundle Up & Save

Upgrade to Verizon Phone + Internet and get more for your money.

[Learn More](#)

# Verizon Small Business -Verizon High Speed Internet

full-featured broadband connection.	verizon.net email boxes or three domain names  Free Wi-Fi in select areas for qualifying customers  One free license for Verizon Internet Security Suite	order
---	--	-------

\* Prices vary by state

\$149.99 package is offered in CT, DC, DE, MA, MD, NJ, NY, PA, RI, VA, WV

\$199.99 package is offered in CA, FL, IL, IN, MI, NC, NV, OH, OR, PA, SC, TX, VA, WA, WI

[Product Availability](#)

Verizon reminds you to always download legally.

Subject to Customer Agreement, service plan & credit approval. Up to \$99.99 activation fee, up to \$149 early termination fee, eligibility restrictions, equipment fees, taxes and other charges may apply. Offers and services not available everywhere. Uninterrupted service not guaranteed. Speeds may vary. Maximum speed subject to confirmation by Verizon. Verizon HSI for Business Up to 3Mbps/768Kbps Service will be provisioned at maximum connection speeds of up to 3M/768K, up to 1.5M/384K, up to 1M/384K or up to 768K/128K according to Verizon's standard loop qualification guidelines. Verizon HSI for Business Up to 7.1Mbps/768Kbps Service will be provisioned at maximum connection speeds of up to 7.1M/768K, up to 5M/768K or up to 3M/768K according to Verizon's standard loop qualification guidelines. In general, where only Frame Relay network is available, or where customer loop length on ATM network is longer than 12Kft, customer will be provisioned at maximum connection speeds of up to 768K/128K. Verizon Wi-Fi available in select areas with qualifying packages. Software limitations and other terms apply. Visit business.verizon.net/wifi for details. ©2010 Verizon. Offer valid 1/17/10-4/17/10

©2010 Verizon. All rights reserved.

[About Us](#) | [Contact Us](#) | [Store Locator](#) | [Careers](#) | [Verizon Thinkfinity](#) | [Site Map](#) | [Privacy Policy](#) | [Terms and Conditions](#) | [Site Feedback](#)

© 2010 Verizon

Residential **Business** Wireless

**Need Help?** Type a question or keyword

Products & Services Bundles Industry Solutions Small Business Center Support My Business Account

Small Business Products & Services Internet

## Verizon FiOS® Internet

Overview Features Installation System Requirements **Packages & Pricing**

### Upgrade Your Office to the Digital Age

[Print](#)

[Email](#)

Prices Starting at \$64.99 / Month

**Plus!** Get a **FREE** wireless router with Online Orders.

For more information, speak to a Small Business Representative at 1-888-481-0387.

### Special Offers

Find special offers customized for your location.

[See Special Offers](#)

### Product Availability and Ordering

To see if FiOS Internet is available for your office, and to view prices for your location, enter your Verizon business number in the fields below.

Verizon Business Line

Check Availability

or Check by [Address](#)

[A Verizon Agent is available now](#)



No matter what FiOS plan you choose, your Internet service includes:

State-of-the-art fiber-optic technology. Receive large files and download Web pages faster than ever.

Maximum speed. Send large files and email attachments in a flash! No current provider can beat our upload connection speeds.

24 / 7 business-grade tech support. Get answers around the clock.

Static IP **Dynamic IP**

An Internet protocol (IP) is an address assigned by your Internet service provider (ISP) and is used to give your computer or other device access to the Internet.

Maximum Connection Speed	Price per Month
<b>Two Year Contract</b>	
Up to 15 Mbps / 5 Mbps	\$64.99
Up to 25 Mbps / 25 Mbps	\$84.99
Up to 35 Mbps / 35 Mbps	\$99.99
Up to 50 Mbps / 20 Mbps	\$149.99
<b>One Year Contract</b>	
Up to 15 Mbps / 5 Mbps	\$69.99
Up to 25 Mbps / 25 Mbps	\$89.99
Up to 35 Mbps / 35 Mbps	\$104.99
Up to 50 Mbps / 20 Mbps	\$154.99

[Order Now](#)

### Related Products & Services

[Small Business Solution Recommender](#)

Use our "digital consultant" to help you start, grow, or improve your business.

[Verizon Wi-Fi](#)

Going wireless is as easy as 1-2-3, and its free for Verizon Small Business Customers in select areas with qualifying packages.

[FiOS TV](#)

Keep everyone entertained and informed with the best tv service around.

[Start Your Business](#)

Let us take some of the burden off your shoulders.

[Verizon Internet Security Suite](#)

State-of-the-Art protection that's fully integrated with your Verizon internet connection.

[Verizon Merchant Services](#)

Save money and speed up credit card transaction times.

[Verizon Collaboration Center](#)

Meet online, share calendars, and present projects and ideas.

### Bundle Up & Save

Upgrade to Verizon Phone + Internet and get more for your money.

[Learn More](#)

Residential **Business** Wireless

**Need Help?** Type a question or keyword

Products & Services Bundles Industry Solutions Small Business Center Support My Business Account

Small Business Products & Services Internet

## Verizon High Speed Internet

Overview Features System Requirements **Packages & Pricing**

### Upgrade Your Office to the Digital Age

[Print](#)

[Email](#)

Prices Starting at \$29.99 / Month

**Plus!** Get a **FREE** Wireless Modem/Router with Online Orders.

For more information, speak to a Small Business Representative at 1-888-481-0387

#### Product Availability and Ordering

To see if High Speed Internet is available for your office, and to view prices for your location, enter your Verizon business number in the fields below.

Verizon Business Line




or Check by [Address](#)

Check Availability

No matter what Verizon High Speed Internet plan you choose, your Internet service includes:

- 24 / 7 live technical support
- 30-day money-back guarantee
- Up to 9 email accounts
- Up to 20 MB for your own Web page
- Free Wi-Fi in select areas for qualifying customers
- Option to add premium services

Static IP **Dynamic IP**

An Internet protocol (IP) is an address assigned by your Internet service provider (ISP) and is used to give your computer or other device access to the Internet.

Packages	Features	Maximum Connection Speed	Activation Fee	Modem	Price per Month
<b>Premium</b>					
<b>7.1 Mbps</b> Top connection speeds with premium email and Web space features.	20 MB of Web space Up to 10 verizon.net email boxes or three domain names Free WiFi One free license for Verizon Internet Security Suite	Up to 7.1 M/768K	<b>Up to \$99.99</b>	<b>FREE with online order</b>	\$79.99 or \$99.99*
<b>3 Mbps</b> For your growing business, a fast, full-featured broadband connection.	20 MB of Web space Up to 10 verizon.net email boxes or three domain names	Up to 3.0M/768K	<b>Up to \$99.99</b>	<b>FREE with online order</b>	\$59.99

#### Special Offers

Find special offers customized for your location.

[See Special Offers](#)

#### Related Products & Services

[Small Business Solution Recommender](#)

Use our "digital consultant" to help you start, grow, or improve your business.

[FiOS Internet](#)

Get the power of fiber optics straight to your office.

[Verizon Wi-Fi](#)

Going wireless is as easy as 1-2-3, and its free for Verizon Small Business Customers in select areas with qualifying packages.

[Freedom for Business Expansion PAK](#)

Get the freedom of unlimited calling, the convenience of calling features and the power of broadband working together.

[Start Your Business](#)

Let us take some of the burden off your shoulders.

[Verizon Internet Security Suite](#)

State-of-the-Art protection that's fully integrated with your Verizon internet connection.

[Verizon Merchant Services](#)

Save money and speed up credit card transaction times.

[Verizon Collaboration Center](#)

Meet online, share calendars, and present projects and ideas.

#### Bundle Up & Save

Upgrade to Verizon Phone + Internet and get more for your money.

[Learn More](#)

# Verizon Small Business -Verizon High Speed Internet

Free WiFi  
One free license  
for Verizon  
Internet Security  
Suite

## Basic

<b>3 Mbps</b> A high-speed connection at a great value	Up to 10 verizon.net email boxes Free WiFi	Up to 3 0M/768K	<b>Up to \$99.99</b>	<b>FREE with online order</b>	<b>\$42.99</b>
<b>1 Mbps</b> Big savings on a reliable connection.	Up to 10 verizon.net email boxes Free WiFi	Up to 1 0M/384K	<b>Up to \$99.99</b>	<b>FREE with online order</b>	<b>\$29.99</b>

\* Prices vary by state

\$79.99 package is offered in CT, DC, DE, MA, MD, NJ, NY, PA, RI, VA, WV

\$99.99 package is offered in CA, FL, ID, IL, IN, MI, NC, NV, OH, OR, PA, SC, TX, VA, WA, WI

[Product Availability](#)

Verizon reminds you to always download legally

Subject to Customer Agreement, service plan & credit approval. Up to \$99.99 activation fee, up to \$149 early termination fee, eligibility restrictions, equipment fees, taxes and other charges may apply. Offers and services not available everywhere. Uninterrupted service not guaranteed. Speeds may vary. Maximum speed subject to confirmation by Verizon. Verizon HSI for Business Up to 3Mbps/768Kbps Service will be provisioned at maximum connection speeds of up to 3M/768K, up to 1.5M/384K, up to 1M/384K or up to 768K/128K according to Verizon's standard loop qualification guidelines. Verizon HSI for Business Up to 7.1Mbps/768Kbps Service will be provisioned at maximum connection speeds of up to 7.1M/768K, up to 5M/768K or up to 3M/768K according to Verizon's standard loop qualification guidelines. In general, where only Frame Relay network is available, or where customer loop length on ATM network is longer than 12Kft, customer will be provisioned at maximum connection speeds of up to 768K/128K. Verizon Wi-Fi available in select areas with qualifying packages. Software limitations and other terms apply. Visit business.verizon.net/wifi for details. ©2010 Verizon. Offer valid 1/17/10-4/17/10

©2010 Verizon. All rights reserved

[About Us](#) | [Contact Us](#) | [Store Locator](#) | [Careers](#) | [Verizon Thinkfinity](#) | [Site Map](#) | [Privacy Policy](#) | [Terms and Conditions](#) | [Site Feedback](#)

© 2010 Verizon

# Consumers and Small Businesses Find Spring Values in Bloom With Verizon Bundled Offers

*Consumers Enjoy Two-Year FiOS Price Guarantee With Great Bonus Offers, Two Value-Packed High-Speed Internet Options, Additional Savings for Online Orders; Qualifying Small-Business HSI Customers Get Fast Internet Free For One Year*

**NEW YORK** – Spring values are popping up all around for consumers and small businesses that choose Verizon. Starting Monday (April 19), the company is introducing a broad selection of [FiOS](#) and [High Speed Internet](#) (HSI) bundled packages of voice, Internet and TV services for its customers, with long-term price guarantees.

“We’ve got the best network, more choices and now even more savings long term for customers, with our two-year price protection bundles,” said Mike Ritter, Verizon chief marketing officer for consumer wireline and business services. “We’ve got the plans to meet our customers’ lifestyles and budgets, plus the benefit of Verizon’s super-fast Internet connections, a variety of high-definition, premium and on-demand TV channels, and our reliable voice services – all bundled into one package.”

All customers who use self-service ordering tools and sign up for any of Verizon’s consumer bundled packages online at [www.verizon.com/bundles](http://www.verizon.com/bundles) will receive an additional discount of \$5 a month for the same 24-month plan, for a total of \$120 in additional savings.

Starting this week, Verizon FiOS Internet and HSI customers subscribing to [Verizon Internet Security Suite](#) powered by McAfee and [Online Backup and Sharing](#) 50 gigabyte (GB) bundle can receive the first 90 days for free.

Key highlights of new FiOS and High Speed Internet offers from Verizon feature:

## **Verizon FiOS Bundles**

Verizon's current lead offer of FiOS service is a triple bundle of more than 40 HD channels with FiOS TV Prime HD, up to 15 Mbps (megabits per second) downstream and up to 5 Mbps upstream FiOS Internet and FiOS voice service for \$99.99 a month. With a guaranteed rate for 24 months, that's a savings of \$240 over regular prices.

Customers can choose from a variety of other video offerings, with up to 140 HD channels and a wide selection of premium content, as well as FiOS Internet speeds of up to 50 Mbps downstream and symmetrical speeds of up to 35 Mbps.

New **FiOS TV** customers also can choose a free multi-room DVR for six months or standard DVR free for six months or one of several movie-channel packages, such as HBO, Cinemax, EPIX or the FiOS TV Movie Package, also free for six months. Total savings off regular prices for these triple bundles can be as much as \$497.94 over regular prices for the 24-month term of the bundles.

New double- and triple-play bundles are available with a 24-month service agreement that guarantees the customer's rate will not change for two years. FiOS bundles are also available in month-to-month plans that do not require a minimum term agreement.

For more information on Verizon's various FiOS bundled packages click [here](#).

## **Verizon High Speed Internet Bundles**

New customers opting for a qualifying Verizon's High Speed Internet bundles can choose one of two value-packed offers - \$89.99 per month for the first year, or \$99.99 per month with \$150 cash back via a reward card. These offers are available for either the up-to 3 Mbps or up-to 7.1 Mbps HSI bundle. Both of these bundles include **DIRECTV® CHOICE XTRA™** plus free DVR service, plus free **SHOWTIME®** service for the year and free **STARZ®** Movie Channel for three months.

One-year Verizon agreements and two-year DIRECTV agreements apply. Additional triple plays with HD and premium content are also available.

New qualified customers choosing Verizon's HSI double play can lock in two-year pricing for unlimited nationwide residential calling and either up-to-3 Mbps or 7.1 Mbps service for \$59.99 per month. These customers can also opt for the \$69.99 per month price point for one year, which includes \$150 cash back via a reward card.

For more information on Verizon's High Speed Internet bundled packages click [here](#).

For more information on Verizon's consumer bundle options and to order service, customers can visit [www.verizon.com/bundles](http://www.verizon.com/bundles) or call Verizon at 1-800-VERIZON (1-800-837-4966).

## **Small-Business Customers Get Free\* High Speed Internet for One Year**

“We offer small businesses the total, easy-to-set-up business toolkit on the best network at tremendous savings,” said Monte Beck, vice president of small-business products and services for Verizon. “Only with Verizon do small businesses get 24 x 7 care and technical support whenever they need assistance, the [Verizon Small Business Center\\*\\*](#), free [Webinars](#), access to [host online meetings](#), discounts for shipping, supplies, and so much [more](#).”

This spring, small-business customers looking for the most value can enjoy fast, free\* Internet (after applied credits on qualifying services) for one year by signing up for the Verizon total business solution, which features Verizon High Speed Internet, Internet security solutions, 25 GB of online data storage and unlimited nationwide calling. Plus, customers signing up for the total business solution get a free standard modem. Full offer\* details below; available to customers with qualifying services; expires Aug, 21, 2010.

All of Verizon’s small-business broadband packages include access to thousands of Wi-Fi\*\* hot spots nationwide.

All small-business customers who use self-service ordering tools and sign up for any of Verizon’s business bundled packages online at [www.verizon.com/smallbusiness](http://www.verizon.com/smallbusiness) will receive an additional discount of \$5 a month for 12 months, for a total of \$120 in more savings.

Verizon’s new offers for small-business customers include:

### **Verizon High Speed Internet for Business Bundles**

Small businesses can receive fast, free\* Internet service for one-year (after applied credits on qualifying speeds) by signing up for the Verizon total business solution, which includes [Verizon High Speed Internet](#), Internet security solution, 25 GB of online data storage, and unlimited nationwide calling with five of the most popular calling features – savings of over \$380. This total business solution starts at \$61.99 per month\* for the first year with a three-year bundle agreement (Previously, this bundled package started at \$84 per month.) Offer\* expires Aug. 21, 2010.

Add award-winning [DIRECTV](#) service to the above total business solution, and bundled packages start at \$96.98 per month for the first year with a three-year bundle agreement. Small-business customers can easily tailor their bundled packages by adding additional phone lines or other services.

## **Verizon FiOS Internet for Business Bundles**

Small businesses can afford big-business bandwidth with Verizon's [FiOS Internet for Business](#) service at symmetrical up-to-25 Mbps/25 Mbps speeds; when bundled with Verizon Freedom for Business, superfast Internet speed and unlimited calling start at \$84.99 per month with a three-year bundle agreement. Add [FiOS TV Prime HD](#) with 103 channels to superfast Internet and unlimited calling and prices for all three services start at \$129.99 per month with a three-year bundle agreement.

New FiOS Internet small-business bundle customers also receive a free wireless router and 25 GB of Verizon Online Backup and Storage (VOBS) backup storage and the Verizon Internet Security Suite (VISS) free for the first 12 months of a three-year bundle agreement. Offer expires Aug 21, 2010.

For more information on Verizon's small-business bundled packages click [here](#).

In addition to Internet, TV and phone service, Verizon also offers small businesses [encryption and security solutions](#), as well as [additional discounts on supplies, shipping](#) and much more. For more information on Verizon's products and services for small businesses please call 888-481-0387 or visit [www.verizon.com/smallbusiness](http://www.verizon.com/smallbusiness).

*\*Free HSI promotional offer available to business customers new to HSI, VISS/VOBS and Bundled plan, subject to credit review. Offer fulfilled via \$31.99 bill credit for 12 months based on cost of up to 3Mbps HSI service. Standard rates apply after 1st year.*

*\*\*With the near completion of Frontier Communications Corp.'s planned acquisition of Verizon Communications Inc.'s landline accounts and other assets in 14 states, free Wi-Fi hotspot access will only be available to remaining Verizon customers, not those transferring over to Frontier. Additionally, those customers will have limited access to the Verizon Small Business Center.*

Verizon Communications Inc. (NYSE, NASDAQ:VZ), headquartered in New York, is a global leader in delivering broadband and other wireless and wireline communications services to mass market, business, government and wholesale customers. Verizon Wireless operates America's most reliable wireless network, serving more than 91 million customers nationwide. Verizon also provides converged communications, information and entertainment services over America's most advanced fiber-optic network, and delivers innovative, seamless business solutions to customers around the world. A Dow 30 company, Verizon employs a diverse workforce of approximately 222,900

and last year generated consolidated revenues of more than \$107 billion. For more information, visit [www.verizon.com](http://www.verizon.com).

####

VERIZON'S ONLINE NEWS CENTER: Verizon news releases, executive speeches and biographies, media contacts, high-quality video and images, and other information are available at Verizon's News Center on the World Wide Web at [www.verizon.com/news](http://www.verizon.com/news). To receive news releases by e-mail, visit the News Center and register for customized automatic delivery of Verizon news releases.

## **Small and Medium-Sized Business Options Are Focus of Verizon Global Wholesale Offers**

*Voice-Over-IP and Powerful Internet Access Packages Bolster Business Success In Rough Economic Times*

**News Release** [Share This](#)

**NEW YORK – March 15, 2010 –**

At a time when small and medium-sized businesses look for every technological advantage to help them continue as the fundamental economic growth engine in the U.S., Verizon is providing support with three new voice-over-IP and Internet packages available through the Verizon Global Wholesale division.

The offers are designed to respond to the rapid growth of voice-over-IP (VoIP) in the small and medium business realm and the resulting demand for powerful high-speed Internet connections. In addition, the offers support Verizon Global Wholesale customers' marketing efforts to small and medium sized businesses.

"By creating new VoIP and Internet packages that include both services and hardware, we're giving our wholesale customers new ways to support their small- and medium-sized business customers in a time when every nickel and every efficiency counts toward success," said Quintin Lew, senior vice president of marketing for Verizon Global Wholesale. "Our goal continues to be to arm our wholesale customers with the tools that help them to help small and medium-sized businesses succeed."

(For more information about the benefits Verizon Global Wholesale offers its wholesale customers who support the small and medium business market, click [here](#).)

### **NEC IP PBX and SIP Gateway Solution**

The first new package combines Verizon's SIP (session initiation protocol) Gateway Service with associated router hardware. SIP Gateway Service transports VoIP traffic between packet-based IP

networks and the traditional telephone network, allowing Verizon Global Wholesale's customers to give small and medium-sized businesses a quick and easy way to get into the VoIP world.

In addition to providing access to Verizon's expansive IP local network and its telephone number inventory, wholesale customers can offer small and medium-sized businesses a new NEC UNIVERGE SV8100 IP PBX and its associated installation and maintenance bundle at a discount, simplifying the setup and lowering the cost of entry into the IP market. This enables small and medium-sized businesses to work with a single vendor, receive one bill, and gain access to a feature-rich VoIP solution that delivers cost reductions and the promise of increased productivity.

Both the SIP connection and the NEC UNIVERGE SV8100 PBX are priced at a discount with this new simple, feature-rich package. The service and hardware discounts expire on June 30.

### **Internet Dedicated T1 Package**

The second new package, Internet Dedicated T1, also combines discounted service and hardware. It provides a high-capacity connection for 30 or more users and is designed for transmitting high-volume e-mail traffic, transferring large files, or hosting Web sites from virtually anywhere.

The package, based on T1 technology, combines 24 channels of broadband signal into a 1.544 megabit per second (Mbps) service, with customer equipment available to enable the service. Quality of service (QoS) assurance is offered as an option, at an additional cost. QoS is important for businesses that consolidate voice, video and key business applications onto a converged IP network.

The equipment offered in this package is either a Samsung Ubigate iBG 1000 for data-only applications or a model 1003 for data and voice services combined. The discounts on service and equipment expire on March 31, 2011.

For small and medium-sized businesses with a larger appetite for Internet access, a third new promotional offer features Internet access with an Ethernet connection at either 5 Mbps or 10 Mbps. This Internet Dedicated Ethernet service is discounted and bundled with a Samsung iBG1000 router, the cost of which is credited back over the initial year of service.

Targeted at businesses that intend to consolidate voice, video and key business applications onto a converged IP network, this offer delivers a single-vendor solution that end-user customers can leverage to fit their business model. The Ethernet service discount and the monthly credit offer for the cost of the router are scheduled to expire on March 31, 2011.

"Small businesses need their carriers to go beyond a one-size-fits-all solution," Lew said. "These Internet offers cover the key speeds and features that growing small and medium-sized enterprises require to solve modern connection issues and engage the world in new and aggressive ways."

Verizon Communications Inc. (NYSE, NASDAQ:VZ), headquartered in New York, is a global leader in delivering broadband and other wireless and wireline communications services to mass market, business, government and wholesale customers. Verizon Wireless operates America's most reliable wireless network, serving more than 91 million customers nationwide. Verizon also provides converged

communications, information and entertainment services over America's most advanced fiber-optic network, and delivers innovative, seamless business solutions to customers around the world. A Dow 30 company, Verizon employs a diverse workforce of approximately 222,900 and last year generated consolidated revenues of more than \$107 billion. For more information, visit [www.verizon.com](http://www.verizon.com).

## **Verizon FiOS Internet for Business Receives SMB Excellence Award From Global Technology Research Firm**

**News Release** [Share This](#)

**NEW YORK – November 12, 2009 –**

Verizon FiOS Internet for Business - the ultra-high-speed, fiber-optic-powered broadband solution for small and medium-sized businesses (SMBs) - has been honored by the global technology research firm IDC with an SMB Excellence Award for product excellence and program creativity. The flexibility of FiOS Internet for Business, which is offered as a stand-alone service or in a complete multiservice (Internet, TV and voice) bundle, was considered especially important as a way to meet businesses' diverse needs.

Matt Davis, director of small business and consumer services research for IDC, said that Verizon FiOS Internet for Business is transforming the SMB communications and information technology marketplace by uniquely offering the kind of high-bandwidth connections that were previously beyond the financial reach of most small businesses.

"Without question, FiOS Internet for Business allows more SMBs to take advantage of advanced new business applications that can help them run more efficiently and more productively," Davis said. "Our research indicates that bandwidth-hungry applications, such as videoconferencing, real-time document sharing and data network-based backup, will be increasingly vital to small businesses in the future. FiOS Internet for Business is equipped and priced to enable immediate adoption of these capabilities today."

Monte Beck, vice president for small business strategy and planning for Verizon said, "Receiving the IDC SMB Excellence Award confirms what our customers tell us - that FiOS is a game-changing solution for small businesses that need reliable, super-fast downstream and upstream broadband connections to run the online applications that are essential to their daily business operations."

FiOS Internet for Business offers download speeds of up to 50 Mbps (megabits per second) and upload speeds of up to 20 Mbps.\* The service is provided via the company's all-fiber-optic network, which transports broadband, video and voice services at the speed of light directly to small and medium-sized businesses, office buildings, retail outlets and business parks.

"Beyond the attractive pricing and performance of the core FiOS data and voice services, what also sets small business offerings from Verizon apart from cable providers is its television service to business," said Davis. "This is rare among business communications service providers with a telecom-pedigree and effectively counters one of the bundled service benefits that emerging cable company competitors have begun to offer."

Small and medium-sized businesses can also take advantage of a bundled package of Verizon FiOS Internet for Business (20 Mbps downstream/5 Mbps upstream); FiOS TV Enhanced for Business (139 local, regional and national TV channels); Verizon Internet Security Suite and Verizon Online Backup and Sharing services (valued at \$11.99 per month)\*\*; and one standard business phone line with unlimited nationwide calling and up to five calling features for \$129.99 per month for one year with a three-year agreement, in select areas. This bundled offer ends January 16, 2010.

Verizon also offers similar triple-play bundled promotions to small businesses needing multiple telephone lines and faster broadband connections.

Verizon small-business broadband customers also have free access to more than 14,000 Wi-Fi hot spots in airports, cafes, retail stores, convention centers and other public places across the country.

Verizon offers a broad selection of solutions to businesses of all sizes. For medium- to large-sized businesses, additional dedicated Internet options such as Internet Dedicated Access (for higher bandwidth applications), Ethernet-based Internet access and Managed Internet services and hardware are available. For more information, visit <http://mediumbusiness.verizon.com/> or call **1-800-201-1452**.

In addition to Internet, TV and phone service, Verizon also offers small businesses encryption solutions, online collaboration, the ability to host online meetings, and much more. For more information, visit <http://smallbusiness.verizon.com/> or call **1-888-649-9500**. For news, resources and more tools for Verizon's business customers, visit the Verizon Small Business Center at <http://business.verizon.net>, a one-stop online portal with easy access to free webinars, tools such as collaboration and a platform for small businesses to network.

*\* NOTE: actual (throughput) speeds will vary based on factors including computer configuration and network/Internet congestion.*

*\*\* NOTE: Verizon small-business broadband customers will get an applicable credit of \$11.99 per month for 12 consecutive months.*

### **About IDC SMB Excellence Awards**

The IDC SMB Excellence Awards are granted to technology providers who in IDC's view are serving the SMB market in innovative ways, providing advanced technology capabilities to firms with fewer than 1000 employees. Nominees for the IDC SMB Excellence Award are evaluated on the basis of three key criteria: the creation of products and/or programs that specifically address the unique needs of SMBs; the business implications of these products or programs for the nominated firm; and the competitive impact of these products or programs. The award recipients are selected by IDC's SMB Research team in consultation with the IDC analysts that follow the relevant technology market associated with these products or programs.

### **About Verizon**

Verizon Communications Inc. (NYSE:VZ), headquartered in New York, is a global leader in delivering broadband and other wireless and wireline communications services to mass market, business, government and wholesale customers. Verizon Wireless operates America's most reliable wireless network, serving more than 87 million customers nationwide. Verizon's Wireline operations provide

converged communications, information and entertainment services over the nation's most advanced fiber-optic network. Wireline also includes Verizon Business, which delivers innovative and seamless business solutions to customers around the world. A Dow 30 company, Verizon employs a diverse workforce of more than 235,000 and last year generated consolidated operating revenues of more than \$97 billion. For more information, visit [www.verizon.com](http://www.verizon.com).

## **Verizon Enterprise Center Steps Up Self-Service for SMB and Large-Business Customers**

*Automated Customer Care Becomes Even More User-Friendly for Business Customers*

**News Release** [Share This](#)

**BASKING RIDGE, N.J. – September 2, 2009 –**

Verizon Business small- to medium-sized business (SMB) customers will now be able to take advantage of the big-business capabilities inherent in the Verizon Enterprise Center (VEC) customer portal. In addition, Verizon Business is helping its customers interact more efficiently with the company through an expanded set of automated customer-care capabilities.

Verizon Business has extended the range of online tools available to SMB customers. Now, the VEC's full suite of services - including reviewing and paying all Verizon invoices, to checking on the status of a repair or order, to the use of network management tools and dashboards - is available to these businesses.

Three new VEC and eBonding features will make the online experience even more user-friendly and productive for businesses of all sizes. The features are:

- A new "click-to-chat" help desk that allows customers to speak with a service representative and get answers to general or application-specific questions.
- A new billing-management tool - prominently placed on the VEC Dashboard - that provides an integrated view of a customer's network on a single screen, and can deliver up to seven billing summary reports and enable customers to view and sort expenses based on geography, currency, product and service.
- Proactive delivery of alarms directly to a customer's event monitor systems, made possible by integration of the VEC Dashboard with Verizon eBonding services.

"Our VEC and eBonding services continue to set the gold standard in business-to-business customer care," said Blair Crump, group president of worldwide sales at Verizon Business. "We've developed these tools so customers can more simply and efficiently retrieve vital network and billing information."

**(Note: Listen to audio podcasts on [Verizon Enterprise Center](#) and [eBonding](#).)**

Available round-the-clock, the VEC allows business customers to securely check online the status of their orders, review and pay bills (and select an environmentally-friendly paperless billing option), request new

services, and monitor their network service performance. Verizon also recently introduced the Verizon Enterprise Center Mobile service, which enables customers to receive and access information in near-real time on a mobile device. To access Verizon Enterprise Center Mobile, users need only a wireless Internet connection and a mobile Web browser.

### **eBonding Automates Business-to-Business Processes**

Verizon Business has also enhanced its eBonding service, which shares a common infrastructure with the VEC, allowing customers to directly access the company's operational support systems to manage network issues, orders and inventory right from their desktop. For example, a new feature sends network alarms directly to customers, who can also retrieve the pertinent data. Previously, customers had to go to the VEC Dashboard to view the alarms.

A related new feature for trouble tickets gives customers greater detail about the nature of the problem and the service being performed to fix it.

The eBonding service is primarily targeted at customers that would gain the most operational efficiencies from fully automating their services with the company.

John Williamson, vice president of e-commerce and digital CRM for Verizon, said: "Our customers have told us they want flexibility in how they interact with us, whether by phone with their account team or through our sophisticated self-service applications. We will continue to innovate and deliver advanced automated services that both simplify and add value to our customer relationships."

For a virtual tour of the VEC and more information, go to <https://enterprisecenter.verizon.com>. Customers can now access the demo in the following languages: English, French, German, Dutch, Spanish, Portuguese, Japanese and Chinese.

### **About Verizon Business**

Verizon Business, a unit of Verizon Communications (NYSE: VZ), is a global leader in communications and IT solutions. We combine professional expertise with one of the world's most connected IP networks to deliver award-winning communications, IT, information security and network solutions. We securely connect today's extended enterprises of widespread and mobile customers, partners, suppliers and employees - enabling them to increase productivity and efficiency and help preserve the environment. Many of the world's largest businesses and governments - including 96 percent of the Fortune 1000 and thousands of government agencies and educational institutions - rely on our professional and managed services and network technologies to accelerate their business. Find out more at [www.verizonbusiness.com](http://www.verizonbusiness.com).

# Verizon Delivers Great Service Choices That Enable Small Businesses to Thrive Despite Strained Economy

*Small-Business Owners Across the Country Attribute Success to Verizon*

**News Release** [Share This](#)

**May 18, 2009** –

**NEW YORK** - The observation of [National Small Business Week](#) this week highlights ways small businesses can grow in today's tough economic climate by using technology as a competitive advantage. And Verizon is playing a major role in helping small-business owners identify the services they need to run their business more productively and cost effectively.

In fact, small businesses around the country are increasingly looking to Verizon as their virtual chief information officer (CIO).

"For the most part, small businesses don't have the resources to hire an IT person, much less have a CIO on staff," said Monte Beck, Verizon's vice president for small-business products and services. "That's where Verizon can help. Verizon is a small-business owner's backbone, providing the necessary communications technology, products and services to enable owners to focus on running their businesses.

"We provide not only the essential services such as phone and Internet to get a business started, but many other value-added services and solutions, like security and online collaboration, to businesses of all sizes," Beck said.

Verizon recently upgraded the Verizon Small Business Center, a one-stop portal that gives small businesses across the country the resources they need at their finger tips to run their businesses effectively and efficiently. The Verizon Small Business Center - <http://business.verizon.net> - combines applications, hosted services and professional networking in one easy-to-use platform.

## **Verizon Recognizes Several Firms During National Small Business Week**

As part of National Small Business Week, Verizon is recognizing some of its small-business customers for leveraging technology to thrive despite the current economy.

Lisa Stein runs an entertainment complex in Middle Village, N.Y., focused on bringing families together for fun and games in a wholesome environment. "Verizon has been excellent for us," said Stein. "I rely on my Verizon Internet and landline phone services, as well as my Verizon Wireless mobile device. Verizon was able to combine all of our services onto one bill, which has been ideal for my specific needs. The service has been excellent and brings great value to the company."

Jana Mobarak owns a property-management company based in the Dallas area and spends 90 percent of her time traveling between properties, focusing on development, construction and financial modeling. "I am heavily reliant on Verizon to keep in constant communication with everyone - especially given my travel schedule," said Mobarak. "Without Verizon, I would never be able to keep up with everything that

has to be done. From my Internet, e-mail, and voice mail to my Verizon Wireless mobile device, it doesn't matter if I am in Dallas, Houston or on the Texas coast; Verizon brings my world together."

Debert Cook runs a national magazine business in New York City that provides a one-of-its-kind quarterly publication for African-Americans who are avid golfers. "I used another provider a few years back, and the situation with the phone lines, service delays and customer service responses was terrible," said Cook. "I switched to Verizon for my broadband needs at the office and on the go, with a Verizon Wireless Internet card.

"My business' phone is on Verizon's reliable landline network, and my wireless carrier is also Verizon," Cook said. "Switching to Verizon was one of the best business decisions I ever made. I can work from almost anywhere in the world because of Verizon - and often times I do, with my heavy international travel schedule."

Verizon offers a broad range of products and services for businesses of all sizes. Some businesses may qualify to enroll in the [Verizon Business Link Rewards program](#), which enables companies to earn and redeem points for various items such as high-definition TVs, gift cards and certificates at leading retailers, meals at top-rated local restaurants, and tickets to professional sporting and entertainment events.

Since the launch of the new [Verizon Small Business Center](#), Verizon has offered free webinars to provide insights to small-business owners across the country. The next webinar takes place Wednesday (May 20) at 2 p.m. Eastern time and will feature Anita Campbell, a well-known small-business expert. Campbell will discuss how small businesses can market their business online. To register for the free webinar or to see previous webinars, visit <http://smallbusiness.verizon.com/webinar/>.

For more information on Verizon's products and services for businesses and how they can help business owners boost productivity and compete successfully in today's challenging economy, visit [www.verizon.com](http://www.verizon.com).

Verizon Communications Inc. (NYSE:VZ), headquartered in New York, is a global leader in delivering broadband and other wireless and wireline communications services to mass market, business, government and wholesale customers. Verizon Wireless operates America's most reliable wireless network, serving more than 86 million customers nationwide. Verizon's Wireline operations provide converged communications, information and entertainment services over the nation's most advanced fiber-optic network. Wireline also includes Verizon Business, which delivers innovative and seamless business solutions to customers around the world. A Dow 30 company, Verizon employs a diverse workforce of more than 237,000 and last year generated consolidated operating revenues of more than \$97 billion. For more information, visit [www.verizon.com](http://www.verizon.com).



**Selected Quotes from Cable Companies, Fixed Wireless Providers  
and CLECs  
Regarding the Small and Medium Business Markets**

**Cable Providers**

**Cox**

[Cox Targets \\$2B in Biz Revenues](http://www.lightreading.com/document.asp?doc_id=185383&site=lr_cable) *Light Reading's Digital Cable News* (12-3-09);  
Available at: [http://www.lightreading.com/document.asp?doc\\_id=185383&site=lr\\_cable](http://www.lightreading.com/document.asp?doc_id=185383&site=lr_cable)

- Noting that 80 percent of Cox's commercial customers have fewer than 20 workers, with 65 percent of business revenues coming from that group.
- Quoting Phil Meeks, Cox Business Vice President as stating "Cox is also expanding its capabilities to go after businesses with 20-99 workers aggressively with symmetric DOCSIS Internet services and other offerings targeted to larger commercial customers."

**Comcast**

**Steve Burke, COO - transcript of 1Q 2010 earnings call on 4-28-10**

- "[W]e are growing our sell backhaul business and are putting the building blocks in place for the medium-sized business market [and] we're in the early stages of an exciting opportunity in medium-sized business, just as we were several years ago in the small end of the business market."

**Michael Angelakis, EVP, CFO – transcript of Credit Suisse Group Global Media and Communications Conference on 3-9-10**

- In response to a question about how small businesses are often neglected by the incumbent telephone companies: "We think we have a better product. And we think we can do it more economical for our customer bases. So, we can walk into a relatively small office and offer multi-line phones, which are more economical than our competitors'. We can offer a high-speed data product that replaces a DSL or ISDN line for again, more economical, so better product, lower cost."

## Time Warner Cable

**Landel Hobbs**, *COO - transcript of 1Q 2010 earnings call on 4-29-10*

- “We have [all] the products we need to serve the [small and medium business] space. So we’re focused on selling our core business class phone, high-speed data, and metro Ethernet product to more customers.”
- “Our primary focus at this point in time is in the SMB market, the small business market.”

## Cablevision

**Tom Rutledge** –*COO, transcript of 4Q 2009 earnings call on 2-25-10*

- “Yes, well, with small business, [as] we move up market, the number of lines per customer continue to increase and the -- we continue to penetrate the market place. [W]e did add more than a quarter of a million lines last year, so you can see that in addition to our customer count, we are growing our lines per customer, which is essentially the impact that small business is having on our operating business. So that business continues to look good.”

## **Fixed Wireless**

### Covad

From Covad’s website (<http://www.covadwireless.com/about.html> (visited 5-18-10)):

“Covad Wireless provides service to over 3,500 corporate accounts in the largest metropolitan markets in California, including the San Francisco Bay area, the greater Los Angeles area, and Orange County, as well as Las Vegas, Nevada and the Chicago area. The company’s service area encompasses over 220 cities across more than 3,000 square miles and covers more than 50,000 small and medium-sized enterprises (SMEs) in population centers that include more than 25 million households.”

From Covad’s website (<http://www.covadwireless.com/services.html> (visited 5-18-10)):

“Covad Wireless Super-T Business Internet Access is the perfect choice for mission critical business applications and offices of any size. Our Covad Wireless Super-T service provides upload and download speeds between 768 Kbps up to 6 Mbps -- that's up to four times the bandwidth of a conventional land line T1!”

### Airband

Press Release, *Airband Communications Launches Full Portfolio of Bundled Voice and Data Services Delivered Via its Fixed-Wireless Network* (3-17-2010); Available at:

<http://www.airband.com/press-releases/airband-communication-launches-full-portfolio-of-bundled-voice/>

- Announcing that “Airband Communications, Inc., the industry’s leading fixed-wireless company for businesses in the U.S., today launched a new suite of bundled services that gives small-to-midsize businesses (SMBs) enterprise-class voice and data services at costs well below what traditional providers can offer. The full set of products can address the voice and data needs of virtually every business in Airband markets.”
- Quoting Jim De Bramo, executive vice president of field operations: “Business customers can now fully benefit from Airband’s fixed-wireless advantage. The quality of service (QoS) of our IP-based, last-mile network is on par with, and in many cases is better than the aging wired infrastructure of traditional telecom providers. . .”.Airband is committed to providing businesses, especially SMBs, with enterprise-class voice and data services that help boost their operational and financial performance. We have tilted the playing field toward SMBs by giving them options in voice and data services that they may not have today while meeting their need to reduce monthly telecom costs.”

## **CLECs**

### **Covad**

From Covad’s website (<http://www.covad.com/web/services/index.html> (visited 5-18-2010):

“Since 1997, Covad has been delivering broadband Internet access designed especially for small and mid-sized businesses. As a leading service provider of DSL, Business Ethernet, T1 and DS3, Covad lets you choose an Internet solution that balances competitive pricing with the performance, features, and room to grow that your business needs.”

### **MegaPath**

From Megapath’s website (<http://www.megapath.com/solutions/smb/#ixzz0iSatZEgA> visited 5-18-10):

“MegaPath has focused on the SMB and brought to market products and services in a format that can be easily managed by a company with limited IT resources. We have found that SMBs only deploy technology to solve real business problems; faster transactions, cashless transactions or real-time information access for pricing, inventory management, gift/loyalty programs or e-learning. MegaPath augments the SMB's IT staff in building an IP broadband wide area network that can provide the required connectivity and security to handle these applications.”

**EXAMPLES OF COMPETITIVE PROVIDERS OF HIGH-CAPACITY SERVICES**  
**Providing Service to Small and Medium Businesses**

**COMPETITIVE TELECOM  
PROVIDERS AND FIBER SUPPLIERS**

**National Providers**

AT&T  
Verizon  
tw telecom  
PAETEC  
Qwest  
Sprint Nextel  
Covad  
XO

**CABLE OPERATORS**

Comcast  
Cablevision  
Time Warner Cable  
Cox  
RCN  
Charter  
Bright House Networks

**Regional Providers**

360networks  
Cavalier Telephone  
Frontier  
Integra Telecom  
Deltacom  
NTS Communications  
One Communications  
CBeyond  
MegaPath  
NTelos  
TelePacific  
US Signal

**FIXED WIRELESS PROVIDERS**

Towerstream  
Covad Wireless  
RapidLink  
Rioplex  
airBand  
Alpheus