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March 8, 2011

Ex Parte

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

Re: CG Docket Nos. 09-158 and 10-207

Dear Ms. Dortch:

Yesterday, Zed Dancey, Donna Epps, Mark Montano and the undersigned of Verizon met with Joel Gurin, William Freedman, John B. Adams, Arthur Scrutchins, Kurt Schroeder, Nancy Stevenson, Rebecca Hersilj, Mark Stone, and Michael Jacobs of the Consumer and Governmental Affairs Bureau; Katie Costello of the Media Bureau; and Lisa Hone of the Wireline Competition Bureau.

During the meeting, we discussed issues related to Verizon's filings in the above-referenced pending Commission proceeding on consumer information and disclosure practices. We explained that Verizon shares the Commission's goal of ensuring that customers receive clear, accurate, and usable information about our services and that Verizon has strong incentives to provide such information to its customers at all stages of the customer relationship.

We explained the various data points we disclose in our marketing and advertising materials and indicated that Verizon's advertisements disclose all material terms of an offer. Verizon designs its advertisements to describe the information that is most relevant and of interest to consumers, which typically includes pricing information, main service features, and key terms like the duration of any promotional offer or of a minimum term commitment that is required to receive the offer.

In addition, we discussed our point-of-sale disclosures, which include the monthly cost of the service ordered, applicable fees, the price of leasing set top boxes, the duration of promotional rates, and the minimum term commitment and early termination fee, if any. Verizon also described the First Bill Estimate that it provides to new FiOS customers to help them understand the pro-rated charges and taxes and fees that will appear on their first bill.

Verizon explained that it offers customers services on a month-to-month basis, in addition to offers that are based on a longer term (e.g., one or two years) and include an early

