



**Public Service Commission of the District of Columbia**  
**Office of Consumer Services**  
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*People Serving the Community...*

## UNDERSTANDING VERIZON'S RESIDENTIAL BILLS

Verizon's bills may cover one or more of the following services: Basic, Optional Calling Features, Regional Toll, Long Distance, International, Internet, and Wireless. The District of Columbia Public Service Commission (DCPSC) sets the Basic Service and Optional Calling Features rates. The other services are under the jurisdiction of the Federal Communications Commission (FCC) and hence the DCPSC cannot be responsible for any changes in the rates as shown below. Contact should be made directly with Verizon and any other service providers.

Residential customers can choose different providers for any of these services. In fact, Verizon's bills may include regional toll and long distance services offered by other providers. If any other service is shown on Verizon's bill, it is being provided by Verizon. Verizon's services can be purchased a la carte (unbundled) or bundled as packages. The following is a summary list of your Verizon choices.

### **Verizon's Unbundled Services**

#### **Basic Service**

**Economy I Service** – Calls within the local calling area<sup>1</sup> cost \$6.00 per line per month plus 6 cents for each call.

**Economy II Service** – Unlimited calling within the local calling area costs \$3.00 per month for those under 65 years old, and \$1.00 per month for seniors, aged 65 and older. Participants must meet certain conditions and income guidelines to qualify for the discounted calling rates.

**D.C. Only Service** - Unlimited calls within Washington, D.C. for \$8.59 per line per month. Calls outside of D.C. but within the D.C. metropolitan area cost 6 cents per call.

**Flat Rate Service** – Unlimited calls within the local calling area for \$13.10 per line per month.

**Message Rate Service** – Covers 75 calls within the local calling area for \$7.29 per line per month. Additional calls cost 6 cents per call.

**Optional Local Calling Features/Services** – Verizon offers over 40 optional local calling features, such as Call Waiting, Call Forwarding, Caller ID, etc. Contact Verizon for a list of features and prices.

**Regional Toll Service** - You may have a different regional toll provider than your long distance provider. Regional toll calls are calls that reach beyond your local calling area, but within the region boundaries called LATA. Thus, they fall between local and long distance. The cost of Verizon's regional toll calls varies by day and time as follows:

**Day Rate:** Monday through Friday, 8 a.m. - 5 p.m., the rate is 30 cents per minute.

**Evening Rate:** Monday through Friday, 5 p.m. – 11 p.m., the rate is 25 cents per minute.

**Weekend Rate:** Sunday and Saturday, 8 a.m. – 11 p.m., the rate is 15 cents per minute.

**Night Rate:** All days, 11 p.m. – 8 a.m., the rate is 15 cents per minute. Evening rates are in effect 8 a.m. - 5 p.m. on certain holidays (New Year's [Jan. 1], Independence Day [July 4], Labor Day, Thanksgiving Day, and Christmas Day [Dec. 25]).

<sup>1</sup> The local calling area contains the District of Columbia as well as Fairfax and Arlington counties and Alexandria in Virginia and most of Montgomery and Prince Georges counties in Maryland.

**Special Offer:** Verizon Five Cents Plan: 5 cents per minute – 24 hours a day, 7 days a week. *Special offer only for customers who also choose a qualifying Verizon Local Package and select Verizon as their regional toll provider.*

**Long Distance Service** - Verizon bills may contain long distance charges from a different long distance provider, and that provider may charge its customers a fee for the combined billing. If Verizon is chosen as the long distance provider, Verizon currently offers the following long distance service plans:

**Verizon Five Cents** – Long distance calls cost 5 cents per minute, with no minimum monthly usage for a monthly fee of \$4.95.

**e-Values** – If you sign up on line, calls cost 5 cents per minute on weekends and 10 cents per minute on weekdays for a monthly fee of \$1.50.

**Talk Time 30** – Covers 30 minutes of domestic, direct-dialed calls within the U.S. and its territories for \$3.00 per month. Each additional minute costs 10 cents.

### **International Calling Service**

**International Choice Plan with City Rates** – For \$4.00 per month, you can call to over 250 countries and 55 international cities at Verizon's best rates on your direct-dialed calls.

**International Flat Rate** – For 95 cents per month, you can get discounted rates on all international calls.

**International Choice Plan Unlimited Country** – For \$34.95 - \$44.95 per month, you can choose unlimited calling to a select country and get the added benefit of discounted per minute rates to over 250 more countries.

### **High Speed Internet Access**

**DSL Internet Service** – Unlimited DSL Internet Access for \$14.95 with 1-year commitment or \$37.95 month-to-month.

## **Verizon's Packaged (Bundled) Services**

### **Local Calling Packages with Calling Features**

**Verizon Local Package** – Unlimited local calling, unlimited local directory assistance, and a choice of three calling features for \$28.95 per month.

**Verizon Local Package Extra** – Unlimited local calling, unlimited local directory assistance, and a choice of four or more calling features for \$31.95 per month.

### **Local Calling Feature Packages**

**Big Deal** – Choose 13 calling features for \$17.99 per month.

**Call Manager Package** – Get Call Waiting, Caller ID, and Fixed Call Forwarding for \$12.75 per month.

### **Local Calling and Beyond Packages**

**Verizon Regional Package** – Unlimited local and regional toll calling and a choice of eight calling features including Home Voice Mail for \$36.95 per month.

**Verizon Regional Package Extra** – Unlimited local and regional toll calling, unlimited local directory assistance and a choice of any or all of Verizon's most popular calling features, including Home Voice Mail for \$41.95.

**Verizon Freedom Package** – Unlimited local, regional and long distance calling across U.S. and Canada. Includes 5 calling features including Home Voice Mail for \$51.95 per month.

#### **Enhancements to Packages:**

- ? Verizon 5 Cent Package Plan: 5 cents per minute to anywhere in the US – 24 hours a day, 7 days a week for a month fee of \$2.00. *Must order a qualifying local or regional package to be eligible.*
- ? Verizon online DSL Internet Service for \$29.95
- ? Special Promotion: *First 3 months for just \$19.95 per month – must sign up for one year.*
- ? DIRECTV Total Choice for \$41.99

### **Verizon's VoiceWing Broadband Phone Service**

**VoiceWing 500** – 500 outbound minutes to anywhere in the US and Puerto Rico for \$19.95 per month. 4 cents per minute if you go over.

**VoiceWing Unlimited with Verizon Online DSL** – Unlimited calling to anywhere in the US including Puerto Rico for \$29.95 per month. *VoiceWing Unlimited with existing Online DSL is \$29.95 per month for 12 months, then \$34.95 thereafter.*

**VoiceWing Unlimited** – Unlimited calling to anywhere in the US including Puerto Rico for \$34.95 per month.

**Verizon’s Wireless Service Plans**

Verizon’s wireless calling plans are called “America’s Choice®.” The plans include local and domestic long distance service, Basic Voice Mail with message waiting indicator, 411 Connect® Caller ID, Call Waiting, Call Forwarding, No Answer/Busy Transfer, 3-Way Calling, New Every Two®, and TXT Messaging. Domestic roaming charges of 69 cents per minute will be charged on calls outside of Verizon’s network. The plans also provide unlimited IN Calling AND night and weekend airtime minutes every month. A summary of the plans is provided in the following table:

Monthly Airtime Minutes	Monthly Access Price	Airtime Per-Minute Rate after Allowance	America’s Choice® with Push to Talk	Monthly Access Price	Airtime Per-Minute Rate after Allowance
450	\$39.99	45 cents	450	\$49.99	45 cents
900	\$59.99	40 cents	900	\$69.99	40 cents
1,350	\$79.99	35 cents	1,350	\$89.99	35 cents
2,000	\$99.99	25 cents	2,000	\$109.99	25 cents
3,000	\$149.99	25 cents	3,000	\$159.99	25 cents
4,000	\$199.99	20 cents	4,000	\$209.99	20 cents
6,000	\$299.99	20 cents	6,000	\$309.99	20 cents

**FAMILY SHARE PLANS – MINIMUM TWO LINES REQUIRED.**

Monthly Airtime Minutes	Monthly Access Price	Airtime Per-Minute Rate after Allowance	America’s Choice® with Push to Talk	Monthly Access Price	Airtime Per-Minute Rate after Allowance
500	\$59.99	45 cents	500	\$79.99	45 cents
1,000	\$79.99	40 cents	1,000	\$99.99	40 cents
1,500	\$99.99	35 cents	1,500	\$119.99	35 cents
2,500	\$149.99	25 cents	2,500	\$169.99	25 cents
3,500	\$199.99	20 cents	3,500	\$219.99	20 cents
6,000	\$299.99	20 cents	6,000	\$319.99	20 cents

Minimum two lines required: Add up to five additional lines for \$9.99 monthly fee per line. The per minute rate for each additional minute over the allowance ranges from 20 cents to 45 cents depending on the plan.

**PDA / Smartphone** – Check email and surf the web with your PDA or Smartphone. 2 Plans -- 10MB of Data Usage for \$29.99 monthly (additional minutes at 0.5 cents per KB) and Unlimited Data Usage for \$49.99 per month. Features included are Call Forwarding, No Answer/Busy Transfer, New EveryTwo® and TXT Messaging.

**BlackBerry® Solution** – An Internet/Data plan for your BlackBerry device. 2 Plans -- 10MB of Data Usage for \$29.99 monthly (additional minutes at 0.5 cents per KB) and Unlimited Data Usage for \$49.99 per month. Features included are 3-Way Calling, Caller ID, 411 Connect®, Basic Voice Mail, Call Forwarding, No Answer/Busy Transfer, Call Waiting, New EveryTwo® and TXT Messaging.

**See Verizon Wireless website for BroadbandAccess, NationalAccess and Prepay Plans –** [www.verizonwireless.com](http://www.verizonwireless.com).

# TYPES OF TAXES, SURCHARGES AND OTHER FEES ON VERIZON'S RESIDENTIAL BILLS

## Federally Imposed

**Federal Subscriber Line Charge (FSLC):** The FSLC is authorized by the Federal Communications Commission (FCC) to compensate the local telephone companies for part of the cost of the installation and maintenance of the telephone wire, poles and other facilities that are used in providing long distance service that link residences to the telephone network. Effective July 1, 2005, the monthly rate for each line is \$3.85. It is calculated based on 25% of the costs of the interstate portion of the line. Economy II service customers do not pay the FSLC.

**Federal Universal Service Fund Surcharge (FUSF):** The Federal Universal Service Fund is a federal government program that helps bring affordable basic phone service to all Americans. The program also assists schools, libraries and rural health care providers in obtaining phone service. Some long distance companies add a USF charge onto their bills to cover their support requirements for this program. Effective July 1, 2005, the Federal Universal Service Fund surcharge in the District is 40 cents per line per month. Economy II service customers do not pay this surcharge.

**Federal Excise Tax:** The Federal Excise Tax is a 3% tax that is mandated by the federal government. It is levied on telecommunications services, including, local, long distance and wireless bills. It is not levied on service connection charges, D.C. local sales taxes, and non-regulated services.

**Federal Telecommunications Relay Service (TRS) Surcharge:** This surcharge funds the telecommunications relay center, which transmits and translates calls for hearing and speech-impaired persons. Currently, the TRS surcharge of 25 cents per line per month is included in basic services rates so it is not shown separately on customers' bills.

## D.C. Government - Imposed

**E911 and 311 Surcharge:** This fee (911) was originally embedded in the base rate charged by Verizon, Washington, DC Inc., for local exchange service. However, the Council of the District of Columbia by D.C. Act 13-352 (Emergency and Non-Emergency Telephone Calling Systems Fund Act of 2000) required the Commission to direct Verizon to remove the 911 system costs from the Base rate and implement the E911 and 311 user fee established by the Act. The E911 is the enhanced service for District citizens to summon help in emergencies. The 311 number is used to reduce emergency telephone call congestion by diverting non-emergency calls from the emergency telephone lines. The current E911 surcharge is 76 cents per line per month.

**Public Rights-of-Way Fee:** The Public Rights-of-Way Fee is mandated by the Council of the District of Columbia. The Council provided that Verizon should recover from its customers all costs it incurs to lease conduit and space for its underground facilities and poles that are on public space. Effective July 1, 2005, the fee is \$1.22 per line per month.

**Gross Receipts Tax (GRT):** Gross Receipt Tax (GRT) is a tax imposed by the District of Columbia Government on locally tariffed service revenues from the sale of telecommunications services by all local telephone companies operating in the District. Directory Assistance is exempt from the GRT surcharge. All telephone companies are required to collect this tax from customers and turn the money over to the city treasury. Effective January 1, 2005, the Gross Receipt Tax surcharge is 10 percent for residential customers.

**D.C. Tax** – A 5.75% sales tax which is applied to services that are not regulated by the District of Columbia Public Service Commission. Examples are Voice Mail and Inside Wire Maintenance Plans.

