

VERIZON WASHINGTON, DC INC.
RESIDENTIAL SERVICES
JANUARY 1, 2004

Residential Services	Installation Charges	Monthly Charges	Usage Charges
Supplemental Equipment			
<ul style="list-style-type: none"> • 700 – 900 Blocking No installation charge applies when installed within 60 days of the establishment of new service or availability in the customer's serving office.	\$4.50		
Residential Custom Calling Services			
1. Anonymous Call Rejection for non-subscribers to Caller ID – and Caller ID Number Only (no charge for subscribers)		\$3.00	
2. Call Block		\$4.00	
3. Call Gate		\$5.00	
4. Call Forwarding		\$4.40	
5. Fixed Call Forwarding		\$2.00	
6. Select Call Forwarding		\$4.00	
7. Ultra Forward Feature		\$5.00	
8. Call Intercept		\$5.00	
9. Call Trace			\$1.00
10. Call Waiting		\$5.45	
11. Caller ID – Number Only		\$6.50	
12. Caller ID		\$7.50	
13. Home Intercom		\$2.25	
14. Distinctive Ring per dependent number		\$4.50	
15. Intercom Extra Feature		\$6.50	
16. Per Line Blocking		\$1.00	
17. Priority Call		\$3.00	
18. Busy Redial		\$2.00 (subscription)	\$0.75 (per activation)
19. * 69		\$4.00 (subscription)	\$0.75 (per activation)
20. Speed Dialing – 8		\$1.50	
21. Speed Dialing – 30		\$3.83	
22. Three-Way Calling		\$4.50 (subscription)	\$0.75 (per activation)

Residential Services	Installation Charges	Monthly Charges	Usage Charges
Residential Packages / Combinations			
<u>The Big Deal</u> The Big Deal is a discounted billing arrangement for residence customers that allows customers to select Caller ID and as many features they wish from the following list: Call Block, Call Forwarding, Call Waiting, Distinctive Ring, Fixed Call Forwarding, Intercom Extra, Busy Redial, *69, Speed Dialing 30, Three-Way Calling, Ultra Forward and Voice Dialing.		\$17.99	
<u>Residence Call Manager Package</u> A discounted billing arrangement, which includes three individual features: Caller ID, Call Waiting and Fixed Call Forwarding.		\$12.75	
<u>Residence Service Variety Package</u> A discounted billing arrangement that consists of a group of six basic features and specified optional features. The basic features include Automatic Call Transfer, Call Hold, Call Pick-up, Interline Calling, Three-Way Calling and User Transfer.		\$8.00	
<u>Residential Feature Packages</u> <ul style="list-style-type: none"> • Two-Feature Package • Three-Feature Package • Four-Feature Package • Five-Feature Package *The discount represents the percentage off from the rates specified for the individual residential Customer Calling Features.		DISCOUNT* 12% 18% 22% 25%	
Special Charges			
• Service Connection Charge – 1 st line	\$21.00		
• Service Connection Charge each additional line installed at the same time	\$5.00		
• Service Connection Charge each additional line installed separately	\$5.00		
• Service Connection Charge - Economy II	\$10.50		
• Customer-Initiated Service Charge	\$7.00		
• Changes in Service	\$17.23		
• Dishonored Check Charge	\$6.27		
• Change in Class or Grade of Service Charge	\$7.00		
• Denied Service Restoral Charge	\$9.75		
Additional Charges for Operator Assisted Services			Per Call
• Local Directory Assistance			\$0.65
• National Directory Assistance			\$1.25
• Station-to-Station – Live Operator			\$1.80 plus DA Charge
• Station-to-Station – Machine Handled			\$1.30
• Verification of Busy Line			\$1.30
• Verification with Interruption			\$1.80
• Calling Card Calls			\$0.65
• Person-to-Person Calls			\$3.00
Local Directory Assistance – Non Operator Handled			\$0.39 (max 2 requested numbers)