

VERIZON WASHINGTON, DC INC.
RESIDENTIAL SERVICES
February 16, 2012

Residential Services	Installation Charges	Monthly Charges	Usage Charges
Supplemental Equipment			
1. 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		
2. Fixed Call Forwarding		\$2.20	
Residential Custom Calling Services			
1. Anonymous Call Rejection for non-subscribers to Caller ID – and Caller ID Number Only (no charge for subscribers)		\$3.25	
2. Call Block		\$4.20	
3. Call Forwarding		\$5.45	
4. Select Call Forwarding		\$4.25	
5. Ultra Forward Feature		\$5.25	
6. Call Intercept		\$5.25	
7. Call Trace			\$1.00
8. Call Waiting		\$6.50	
9. Caller ID – Number Only		\$7.50	
10. Caller ID		\$8.95	
11. Home Intercom		\$2.50	
12. Distinctive Ring per dependent number		\$4.75	
13. Intercom Extra Feature		\$6.75	
14. Per Line Blocking		\$1.00	
15. Priority Call		\$3.20	
16. Busy Redial		\$2.25 (subscription)	\$0.75 (per activation)
17. * 69		\$4.20 (subscription)	\$0.75 (per activation)
18. Speed Dialing – 8		\$1.65	
19. Speed Dialing – 30		\$4.00	
20. Three-Way Calling		\$4.95 (subscription)	\$0.75 (per activation)
Residential Other Services			
1. Voice Mail – Single Mailbox		\$9.90	
2. Call Gate		\$5.00	
3. Do Not Disturb		\$3.00	
4. Non Listed Telephone Service		\$0.97	
5. Non-Published Telephone Service		\$1.80	
6. Additional Listings		\$3.15	
7. Home Voice Mail w/ Multiple Mailboxes		\$11.90	

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Special Charges			
1. Service Connection Charge – 1 st line	\$21.00		
2. Service Connection Charge each additional line installed at the same time	\$5.00		
3. Service Connection Charge each additional line installed separately	\$5.00		
4. Service Connection Charge - Economy II	\$10.50		
5. Customer-Initiated Service Charge	\$7.00		
6. Changes in Service	\$17.23		
7. Dishonored Check Charge	\$7.20		
8. Change in Class or Grade of Service Charge	\$7.00		
9. Denied Service Restoral Charge	\$9.75		
Additional Charges for Operator Assisted Services			Per Call
1. Station-to-Station – Live Operator			\$2.38 plus DA Charge
2.			
3. Verification of Busy Line			\$1.75
4. Verification with Interruption			\$2.38
5.			
6. Person-to-Person Calls			\$3.75
Directory Assistance			Per Call
1. Local Directory Assistance - Non Operator Handled (residential customers allowed no free calls per month)			\$1.50
2. National Directory Assistance – Non Operator Handled			\$1.50
3. Connect Request			\$0.34

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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.		\$19.99	
<u>Residence Call Manager Package</u> A discounted billing arrangement, which includes three individual features: Caller ID, Call Waiting and Fixed Call Forwarding.		\$13.75	
<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%	

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Residential Bundled Services			
<u>Regional Value</u> <ul style="list-style-type: none"> • Local exchange line with unlimited usage • Unlimited direct distance dialed intraLATA toll • Waiver of the nonrecurring service charges 		\$30.04	
<u>Regional Essentials</u> <ul style="list-style-type: none"> • Local exchange line with unlimited usage • Unlimited direct distance dialed intraLATA toll • Call Waiting / Cancel Call Waiting, Caller ID • Non-regulated Standard Home Voice Mailbox • Waiver of the nonrecurring service charges 		\$32.04	
<u>Verizon Local Package and Local Package Extra</u> Consists of the following offerings: <ul style="list-style-type: none"> • Local exchange line with unlimited usage • Unlimited directly dialed local Directory Assistance • Waiver of the nonrecurring service charges • Choice of specific Custom Calling Services <ul style="list-style-type: none"> ○ Local Package – up to three compatible features ○ Local Package Extra – four or more compatible features 		\$35.99 \$38.99	
<u>Verizon Regional Package</u> Consists of the following offerings: <ul style="list-style-type: none"> • Local exchange line with unlimited usage • Unlimited direct distance dialed intraLATA toll • Choice of <u>5</u> specific Custom Calling Services • Non-regulated Standard Home Voice Mailbox • Waiver of the nonrecurring service charges 		\$42.95	
<u>Verizon Regional Package Extra</u> Consists of the following offerings: <ul style="list-style-type: none"> • Local exchange line with unlimited usage • Unlimited direct distance dialed intraLATA toll • Unlimited directly dialed local Directory Assistance • Choice of <u>15</u> specific Custom Calling Services • Non-regulated Standard Home Voice Mailbox • Waiver of the nonrecurring service charges 		\$47.95	

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Residential Bundled Services (continued)			
<u>Verizon Freedom Value</u> <ul style="list-style-type: none"> • Unlimited Local and Regional Toll Calling • Unlimited Long Distance across US and Puerto Rico • No calling features 		\$47.99	
<u>Verizon Freedom Essentials</u> <ul style="list-style-type: none"> • Unlimited Local and Regional Calling • Unlimited Long Distance across US and Puerto Rico • Five Popular Calling features: Home Voice Mail, Caller ID, Call Waiting, Call Forwarding and 3-Way Calling 		\$49.99	
<u>Verizon Freedom</u> <ul style="list-style-type: none"> • Unlimited Local and Regional Toll Calling • Unlimited Long Distance across US, Canada and Puerto Rico • Five Popular Calling features: Home Voice Mail, Caller ID, Call Waiting, 3-Way Calling and Speed Dialing • Discounts on international calls 		\$57.99	
<u>Verizon Freedom Extra</u> <ul style="list-style-type: none"> • Unlimited Local and Regional Calling • Unlimited Long Distance across US, Canada and Puerto Rico • Discounts on International Calls • Choice of more than 10 specific Custom Calling Services • Unlimited *69 • Unlimited local Directory Assistance 		\$62.99	
<u>Verizon Triple Freedom</u> <ul style="list-style-type: none"> • Verizon Freedom Essentials • Unlimited local, regional and long distance calling in the U.S. and Puerto Rico • Three popular calling features: Home Voice Mail, Caller ID and Call Waiting • Verizon High Speed Internet • Choice of Verizon Wireless or DIRECTV service 		\$74.99	