

**VERIZON WASHINGTON, DC INC.**  
**RESIDENTIAL SERVICES**  
**January 31, 2014**

Residential Services	Installation Charges	Monthly Charges	Usage Charges
<b>Supplemental Equipment</b>			
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	
<b>Residential Custom Calling Services</b>			
1. Anonymous Call Rejection for non-subscribers to Caller ID – and Caller ID Number Only (no charge for subscribers)		\$3.70	
2. Call Block		\$4.20	
3. Call Forwarding		\$6.25	
4. Select Call Forwarding		\$4.85	
5. Ultra Forward Feature		\$5.25	
6. Call Intercept		\$6.00	
7. Call Trace			\$1.00
8. Call Waiting		\$7.45	
9. Caller ID – Number Only		\$8.50	
10. Caller ID		\$9.95	
11. Home Intercom		\$2.50	
12. Distinctive Ring per dependent number		\$5.45	
13. Intercom Extra Feature		\$6.75	
14. Per Line Blocking		\$1.00	
15. Priority Call		\$3.65	
16. Busy Redial		\$3.25 (subscription)	\$0.75 (per activation)
17. * 69		\$4.80 (subscription)	\$0.75 (per activation)
18. Speed Dialing – 8		\$2.65	
19. Speed Dialing – 30		\$5.00	
20. Three-Way Calling		\$6.25 (subscription)	\$0.75 (per activation)
<b>Residential Other Services</b>			
1. Voice Mail – Single Mailbox		\$8.50	
2. Call Gate		\$5.00	
3. Do Not Disturb		\$3.40	
4. Non Listed Telephone Service		\$1.11	
5. Non-Published Telephone Service		\$2.07	
6. Additional Listings		\$3.62	
7. Home Voice Mail w/ Multiple Mailboxes		\$10.50	

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<b>Special Charges</b>			
1. Service Connection Charge – 1 <sup>st</sup> 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		
<b>Additional Charges for Operator Assisted Services</b>			<b>Per Call</b>
1. Station-to-Station – Live Operator			\$2.38 plus DA Charge
2. Person-to-Person Calls			\$3.75
<b>Directory Assistance</b>			<b>Per Call</b>
1. Local Directory Assistance - Non Operator Handled (residential customers allowed no free calls per month)			\$1.99
2. National Directory Assistance – Non Operator Handled			\$1.99
3. Connect Request			\$0.34

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<b>Residential Packages / Combinations</b>			
<u><b>The Big Deal</b></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><b>Residence Call Manager Package</b></u> A discounted billing arrangement, which includes three individual features: Caller ID, Call Waiting and Fixed Call Forwarding.		\$13.75	
<u><b>Residence Service Variety Package</b></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><b>Residential Feature Packages</b></u> <ul style="list-style-type: none"> <li>• Two-Feature Package</li> <li>• Three-Feature Package</li> <li>• Four-Feature Package</li> <li>• Five-Feature Package</li> </ul> *The discount represents the percentage off from the rates specified for the individual residential Customer Calling Features.		<b>DISCOUNT*</b> 12% 18% 22% 25%	

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<b>Residential Bundled Services</b>			
<u><b>Regional Value</b></u> <ul style="list-style-type: none"> <li>• Local exchange line with unlimited usage</li> <li>• Unlimited direct distance dialed intraLATA toll</li> <li>• Waiver of the nonrecurring service charges</li> </ul>		\$40.04	
<u><b>Regional Essentials</b></u> <ul style="list-style-type: none"> <li>• Local exchange line with unlimited usage</li> <li>• Unlimited direct distance dialed intraLATA toll</li> <li>• Call Waiting / Cancel Call Waiting, Caller ID</li> <li>• Non-regulated Standard Home Voice Mailbox</li> <li>• Waiver of the nonrecurring service charges</li> </ul>		\$42.04	
<u><b>Verizon Local Package and Local Package Extra</b></u> Consists of the following offerings: <ul style="list-style-type: none"> <li>• Local exchange line with unlimited usage</li> <li>• Unlimited directly dialed local Directory Assistance</li> <li>• Waiver of the nonrecurring service charges</li> <li>• Choice of specific Custom Calling Services               <ul style="list-style-type: none"> <li>○ Local Package – up to three compatible features</li> <li>○ Local Package Extra – four or more compatible features</li> </ul> </li> </ul>		\$42.99 \$45.99	
<u><b>Verizon Regional Package</b></u> Consists of the following offerings: <ul style="list-style-type: none"> <li>• Local exchange line with unlimited usage</li> <li>• Unlimited direct distance dialed intraLATA toll</li> <li>• Choice of <u>5</u> specific Custom Calling Services</li> <li>• Non-regulated Standard Home Voice Mailbox</li> <li>• Waiver of the nonrecurring service charges</li> </ul>		\$49.95	
<u><b>Verizon Regional Package Extra</b></u> Consists of the following offerings: <ul style="list-style-type: none"> <li>• Local exchange line with unlimited usage</li> <li>• Unlimited direct distance dialed intraLATA toll</li> <li>• Unlimited directly dialed local Directory Assistance</li> <li>• Choice of <u>15</u> specific Custom Calling Services</li> <li>• Non-regulated Standard Home Voice Mailbox</li> <li>• Waiver of the nonrecurring service charges</li> </ul>		\$54.95	

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<b>Residential Bundled Services (continued)</b>			
<u><b>Verizon Freedom Value</b></u> <ul style="list-style-type: none"> <li>• Unlimited Local and Regional Toll Calling</li> <li>• Unlimited Long Distance across US and Puerto Rico</li> <li>• No calling features</li> </ul>		\$57.99	
<u><b>Verizon Freedom Essentials</b></u> <ul style="list-style-type: none"> <li>• Unlimited Local and Regional Calling</li> <li>• Unlimited Long Distance across US and Puerto Rico</li> <li>• Five Popular Calling features: Home Voice Mail, Caller ID, Call Waiting, Call Forwarding and 3-Way Calling</li> </ul>		\$59.99	
<u><b>Verizon Freedom</b></u> <ul style="list-style-type: none"> <li>• Unlimited Local and Regional Toll Calling</li> <li>• Unlimited Long Distance across US, Canada and Puerto Rico</li> <li>• Five Popular Calling features: Home Voice Mail, Caller ID, Call Waiting, 3-Way Calling and Speed Dialing</li> <li>• Discounts on international calls</li> </ul>		\$66.99	
<u><b>Verizon Freedom Extra</b></u> <ul style="list-style-type: none"> <li>• Unlimited Local and Regional Calling</li> <li>• Unlimited Long Distance across US, Canada and Puerto Rico</li> <li>• Discounts on International Calls</li> <li>• Choice of more than 10 specific Custom Calling Services</li> <li>• Unlimited *69</li> <li>• Unlimited local Directory Assistance</li> </ul>		\$71.99	
<u><b>Verizon Triple Freedom</b></u> <ul style="list-style-type: none"> <li>• Verizon Freedom Essentials</li> <li>• Unlimited local, regional and long distance calling in the U.S. and Puerto Rico</li> <li>• Three popular calling features: Home Voice Mail, Caller ID and Call Waiting</li> <li>• Verizon High Speed Internet</li> <li>• Choice of Verizon Wireless or DIRECTV service</li> </ul>		\$74.99	