



The University of South Florida Sarasota-Manatee received a \$25,000 grant from the Verizon Foundation to conduct workshops designed to keep computer users aged 50 and older safe while online. The check presentation was given at a February 19 Internet safety forum in Sarasota. Pictured above from left to right is Attorney General Bill McCollum; Mike Mahon, AARP; Dr. John Wigington, USF; Verizon Southeast Region President, Michelle Robinson; Dr. Arthur Guilford, USF-Sarasota-Manatee; Dr. Judy Genshaft, USF; General Counsel of Verizon Online Services, Tom Dailey; Monica Yadav, ABC 7; and Sgt. Bob Graham, Sarasota Sheriff's Office.



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PRESIDENT'S CORNER



We're all familiar with the old phrase, "It's not easy being green." Today, those words take on a much different meaning. Now, it's imperative that all of us "go green" as Florida, along with the rest of the nation, address the impacts of climate change.

I'm proud that Verizon has taken the lead in this mission, through a series of "green" initiatives that have over the years reduced the greenhouse gas emissions of our operations by hundreds of thousands of metric tons. These conservation efforts range from using renewable energies to power our buildings, to recycling, to the addition of hybrid vehicles to our fleet.

Broadband availability is integral to a green strategy as well. Whether our customers are shopping online quickly and securely, remotely operating smart thermostats, or telecommuting at lightning speed on a FiOS connection, we're giving more Floridians options for saving time, saving energy, and keeping our region beautiful. Statistics from experts with the Global eSustainability Initiative and the American Consumer Institute, along with a federal telework exchange study, demonstrate the importance of these options:

- Broadband networks can decrease our dependence on oil up to 11% over the next ten years – 600 million tons just by telecommuting.
- The average teleworker saves 62 hours in commuting time, and more than \$1,200 in commuting costs.
- E-conservation and e-commerce have eliminated an additional 273.5 million tons of greenhouse gases.

- And here is a figure some would say is most astounding: if half of the 2.5 billion DVDs and VHS tapes that were rented each year were delivered via video on demand, we'd save enough energy in this country to power 200,000 households.

We're mindful that outmoded and unused wireless gadgets and accessories clog landfills as well. Verizon Wireless is doing something about that through our HopeLine® program.

HopeLine collects no-longer-used wireless phones, batteries and accessories. We refurbish them in an environmentally safe way and share them with victims of domestic violence. This program has not only saved lives, it also has kept more than 200 tons of electronic waste out of landfills, some of which are in Florida.

We all can do our part to be great stewards of our natural resources. If you want to learn more about how we can help you work from home, communicate more efficiently from the road, or understand what we're doing to "go green," send me an e-mail on the Contact Us section of Verizon.com/florida. Or visit our Corporate Social Responsibility website at www.verizon.com/responsibility. Our recent observance of Earth Day reminds us all that we play an important role in keeping Florida clean and green.

Sincerely,

Michelle Robinson
President, Southeast Region



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IMPROVING THE QUALITY OF LIFE IN FLORIDA

For questions about your Verizon Florida services or billing, please call our customer service team at 1-800-483-2000 during regular business hours.

Answers to Your FiOS Questions Fast, Easy, In Person

Verizon is making it easy to unleash the full potential of its Verizon FiOS service through the new Verizon University program. FiOS customers can now visit one of four Verizon Plus stores in the Tampa Bay area to participate in a free class designed to help FiOS customers get the most out of their service.

Through one-on-one sessions customers can find a topic that suits their interests such as:

- Digital Transition
- Troubleshooting Tips
- Remote Control - Whether you're browsing through channels, recording your favorite shows or ordering the latest hit movies from our extensive Video On Demand library, your FiOS TV universal remote does it all.
- Media Guide - Get the most from the media guide such as shopping from the comfort of your own home, searching programs by actor and title, and keeping up to date on traffic and weather in your area.
- Digital Video Recorders - Record up to two programs at the same time and watch them later.
- Media Manager - Access pictures and music on your computer from your DVR and create slideshows and music playlists to enjoy in your Home Media DVR STB.
- Set Top Box (STB)

Visit a participating Verizon Plus store today in Brandon, Carrollwood, Bradenton or Tampa today.

Verizon Wireless Business Customers Gain Flexibility to Customize their Calling Plan for an Effective Cost Savings Solution



In today's business world, reliable wireless service and flexible calling plans are a must. That's why Verizon Wireless introduced Friends & Family® for Business to give businesses even greater control over their wireless spending. Friends & Family for Business lets companies create a calling group of up to the most frequently dialed 10 numbers. The minutes used when placing or receiving calls from anyone in the calling group are considered Mobile to Mobile calls and do not count against the business' plan minutes. Businesses can include the landline or wireless numbers of colleagues, clients and vendors who have yet to switch to the nation's largest, most reliable network, and they can add or remove any of the numbers as frequently as needed.

To learn more about Verizon Wireless' offerings for businesses, customers can go to www.verizonwireless.com/business or contact their Verizon Wireless Business Sales Representative at 1-800-VZW-4BIZ.

IMG Demo Features Innovative Product Offerings

March 12 saw a group of reporters and company leaders in downtown Tampa witness an exciting demonstration of the new – and coming – capabilities of the FiOS Interactive Media Guide (IMG). Today, the IMG already offers superior search capabilities coupled with numerous in-home controls for a customer's home media network. FiOS customers can maintain a library of their favorite actors or movies, searching for features they have stored on their DVRs, what is available on regularly offered channels, movies on premium channels or on-demand offerings – by using alpha commands, arrow commands or simply calling for your favorites - from the palm of your hand. Add a Home Media DVR, and family pictures coupled with music becomes yet another option.

Joe Ambeault, Verizon's director of consumer television product development, outlined how Verizon's coming "Widget Bazaar," powered by content developed both by Verizon and third-party providers, will open up a unique world of media allowing more interactivity, both with other viewers, through your computer and with advertisers. Things like social networking, photo sharing and ordering products directly from advertising spots or as featured in movies, are all possibilities, among many others. As Ambeault told the assembled crowd at the demo in terms of outside interest, "We're already talking to a range of major Internet companies about how they can get their programs on this platform.... "we've yet to hear anything but 'Yes' from them."

Keeping Families Safe Online: An Important Priority for Verizon Florida

The University of South Florida Sarasota-Manatee is hosting a series of free Internet safety workshops designed specifically for computer users aged 50 and older. The sessions are being held at various locations in Bradenton and Sarasota in April and May. The workshops, funded through a \$25,000 grant from the Verizon Foundation, educate people about potential online risks such as credit card and computer fraud, banking transactions and identity theft.

Dates, times and locations of upcoming workshops, and topics to be discussed, are:

- **May 4 - 1 p.m. to 2:30 p.m.**, The Senior Friendship Center, 1888 Brother Geenen Way, Sarasota (identity theft).
- **May 8 - 10 a.m. to 11:30 a.m.**, Selby Library, 1331 1st St., Sarasota (online banking).
- **May 11 - 10 a.m. to 11:30 a.m.**, Renaissance on 9th, Bradenton (online banking).
- **May 18 - 10 a.m. to 11:30 a.m.**, Renaissance on 9th, Bradenton (credit card fraud).

The USF Sarasota-Manatee faculty are leading the workshops and providing computer users with in-depth information on many key Internet safety issues.

Those interested in learning more about the upcoming workshops should contact Barb Bainbridge, development director, USF Sarasota-Manatee, at 941-359-4737 or bbainbridge@sar.usf.edu.

Verizon wants customers to be safe with every mouse-click. The company offers a suite of computer security programs as well as a host of other services, including free parental controls. Visit <http://parentalcenter.verizon.radialpoint.net/> to learn more.



On February 19, Verizon teamed up with the University of South Florida Sarasota-Manatee to promote Internet safety for adults ages 50 and older at an Internet forum in Sarasota. The above photo captures the event's featured panelists which included (from left to right) General Counsel of Verizon Online Services, Tom Dailey; Sgt. Bob Graham, Sarasota Sheriff's Office; Mike Mahon, AARP; and Dr. John Wigington, USF.

EMPLOYEE CORNER - Offering Customers Peace of Mind

Keeping the environment clean is an important priority for Verizon and its employees – especially Rob Fisher - a senior engineer who has been working for Verizon since 1998. Rob is actively involved with Verizon's Environmental Quality Team (EQT). Through his participation with EQT, he not only helps the Temple Terrace Tech Center with their recycling efforts, he's in charge of coordinating Verizon's local Earth Day events in the Tampa area.



Rob Fisher
Proudly Working to Keep Tampa Bay Clean

"Earth Day is an important educational opportunity to get people of all ages engaged in efforts to clean up our environment," states Fisher. "It's a very fulfilling day for me personally, so I take great pride in coordinating our company's Earth Day events."

Since beginning with the EQT, Rob has recruited many Verizon employees to join their efforts. The team has participated in Ocean Conservancy's coastal clean up and has volunteered for Save Our Seabirds.

"Every year more people ask me how and where they can get involved and help out. This really goes to show you how great the workforce at Verizon is and it makes me very proud to work here."

Having dedicated employees like Rob Fisher ensures that Verizon is doing its part to help the environment – all while meeting and exceeding every customer's expectations. Floridians can rest easy knowing we've got experienced professionals – like Rob – ready to serve you.