

Please contact our customer service representatives at 800-483-4000 with your questions.

All rates, terms and conditions included in these notices are current at the time these notices were posted but are subject to change.

**Your guide to residential phone service
from Verizon Communications**

This publication includes telephone service information required by law and the California Public Utilities Commission.

Need Info?

Verizon and the California Public Utilities Commission, along with other phone companies, consumer groups and community organizations, have developed a website containing consumer protection information every telecommunications customer should know. Visit www.calphoneinfo.com or call 1-800-649-7570.

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Service Areas

California is divided into 11 service areas. A service area includes one or more area codes.

Types of phone calls within your service area include:

- Local calls - 0 to 12 miles from your rate center (the point from which your calls are rated)
- Zone Usage Measurement or ZUM discounted toll calls - 13 to 16 miles from your rate center (available in most areas)
- Local toll calls - more than 16 miles from your rate center, but within your service area

Basic & Local Toll Services

Verizon offers four types of basic local residence telephone service. Rates listed below are for most areas.*

Please note that the monthly rates below do not include: a \$6.50 charge for the first (primary) line and \$7 for additional (non-primary) lines for network access to interstate calling; billing for optional calling services, long-distance companies and companies offering 700, 900 and 976 informational numbers; and taxes, fees

LifeLine surcharge on their basic service. NOTE: These surcharges may still be applicable to non-basic services and calls placed.)

Service	Cost per month	What you get
Flat rate	\$17.25 - \$17.66*	Unlimited free calling in local area.
Measured rate	\$10.00 plus usage And you get a \$3 credit for local and ZUM** calls.	A lower monthly rate. Your local calls are charged on a usage basis: - 4 cents for the first minute - 1 cent for each additional minute with discounts for evening, night and weekend calls.
California LifeLine flat rate (A low cost service for customers who qualify by Public-Assistance program participation or have total household income of \$ 22,900 or less for one or two people. Income levels vary depending on household size.)	\$5.47 And you get a \$6.08 - \$6.50 credit for your network access charge plus a discount on any installation charges.	Unlimited free calling in local area. You also can get free toll blocking service to help control long distance usage.
California LifeLine message rate (See income qualifications above)	\$2.91 plus usage And you get a \$6.08 or \$6.50 credit for your network access charge plus a discount on any installation charges.	A lower monthly rate. You get up to 60 free local, untimed calls. Additional calls cost 8 cents each. You also can get free toll blocking service to help control long distance usage.

*The basic rate for flat rate service may vary by service area. The basic rate for flat rate, measured and LifeLine service may be slightly higher if your local service area is extended to include calls to nearby communities. Communities with extended area service include Palm Springs, Palm Desert, Lake Hughes, Gaviota, Los Alamos, Santa Maria, Big Pine, Bishop, Blythe, Earp, Lone Pine, Olancho, Palo Verde, Parker Dam, Pine Creek, Sherwood Ranch and Trona.

Discount Calling Plans – reduce the cost of your direct dialed local toll calls 24-hours-per-day.

- **Sensible Minute®** - \$1.99 per month then 8 cents per minute.
- **Verizon Five Cents Plan** – 5 cents per minute for customers with a qualifying Local Package.

Packages* - offer a combination of basic service, unlimited local and ZUM calling, and other optional features such as Caller ID, unlimited local toll, and unlimited long distance calling for one package price. Here are a few examples:

Verizon Local Package – offers unlimited local and ZUM calling plus three calling features, like Caller ID, for \$34.99 per month.

Verizon Freedom Value – offers unlimited local, ZUM, Toll and nationwide long distance calling for \$ 49.99 per month, with no calling features.

Verizon Freedom Essentials – offers unlimited local, ZUM, Toll and long distance calling within the United States and its Territories plus Caller ID, Call Waiting, and voicemail for \$ 54.99 per month.

* Available at a reduced cost for LifeLine customers.

Calling Services*

Voice Mail - is a voice messaging service that's more than an answering machine. Monthly charges** :

- **Home Voice Mail - Basic** - includes call answering and automatic message review. \$6.95 per month.
- **Home Voice Mail - Standard**– includes features of Basic plus reminder messages and wake-up service. \$7.95 per month.
- **Home Voice Mail - Deluxe** – includes features of Standard plus eight individual mailboxes and Pager Notification, Group Lists, Personal Receptionist, and Special Delivery. \$8.95 per month.
- **Home Voice Mail – OnePoint** – includes features of Deluxe plus Ring Count Change and Multiple Number Service. \$8.95 per month.

**Some calling plans and packages include a mailbox at no additional cost or at a discounted rate.

Call Waiting/Cancel Call Waiting – a special tone lets you know when another caller is trying to reach you. You can either answer the new call or continue talking. You can also temporarily deactivate Call Waiting with a special access code. \$4.75 per month.

Caller ID with Anonymous Call Block - see your caller's name and number on a special display with the date and time of the call. \$7.95 per month if the caller is in an area not equipped to pass numbers, you'll see "Out of Area" or "Unavailable".)

Call Forwarding – allows you to transfer all of your calls to any local or long distance telephone number with a special code. \$3.00 per month.

***69** - Use *69 to return your last incoming call automatically, if possible. \$5 per month or 75 cents per use.

Three-way Calling – allows you to add a third person to your conversation. \$4.00 per month or 75 cents per use.

Speed Dialing – lets you place a call to pre-programmed numbers by dialing just one or two digits. Speed Dialing 8 for \$2.50 or Speed Dialing 30 for \$3.50 per month.

Distinctive Ring – allows you to assign one or two additional numbers to a single line so that each family member can have their own ring. Both can be listed in the directory at no extra charge. \$6 per month.

Busy Redial (*66) – automatically redials the last local telephone number you called for up to 30 minutes, leaving you free to do other things and alerts you when your call is ready. \$5 per month or 75 cents per use.

Call Trace Service – allows you to automatically trace unlawful, threatening or harassing phone calls, \$5 per month.

(NOTE: Complete Caller ID Blocking automatically prevents your number or name and number from being seen on most calls, unless you push *82 before dialing. Blocking is restored when you end the call. **Selective Caller ID Blocking** shows your number or name and number on Caller ID display units unless you push *67 before making the call. Blocking automatically turns off when you end your call. Both are free. You can change your blocking option once at no charge. Additional changes cost \$7.50. Blocking doesn't work when calling 911 or 700, 800 and 900 numbers.)

Other Services

Call Restriction - restricts incoming or outgoing long-distance calls. From \$2.50 to \$5 per month. (Free for LifeLine customers.)

Directory Listing – provides a free listing in Directory Assistance (411) and in the Verizon White Pages Directory that covers your area.

Additional Listing – List your additional lines, cell phone and alternative phone numbers in Directory Assistance (411) and the local Verizon White Pages Directory for \$1.75 per month per listing. List your local number or additional numbers in a Verizon White Pages Directory outside your area for \$1.75 per month per listing. One-time charges may apply for each service.

Nonpublished Service – omit your number from the Verizon White Pages Directory and from Directory Assistance (411) for \$1.75 per month.

Nonlisted service – omit your number from the Verizon White Pages Directory for \$1.25 per month. Your number will continue to be available through Directory Assistance (411).

Directory Assistance Service (411) –calls to Local DA for assistance in obtaining published phone numbers and addresses within your area code or your service area. cost 75 cents each. To receive two listings in one call, you should inform the DA operator *at the beginning* of your call that you want more than one listing. National DA provides phone numbers for listing requests outside of your service area for \$1.50 per call (up to two listings each). Directory Connect Service completes local calls for you for 45 cents each (available in most areas).

Bill and Payment Options – give you the choice of getting an online bill with email notification (visit www.verizon.com for details) or a regular paper bill. You can pay online at www.verizon.com, make automatic bank draft payments (see the back of your bill stub to enroll), pay by phone at 1-800-345-6563 using a debit card, credit card or electronic check (vendor charges a \$3.50 convenience fee), pay in person at a Verizon Plus or Payment Agent, or mail us a check.

Installation Service

When you call us to place an order, we can tell you what your maximum charges will be. Charges for new phone service or service changes are:

Service Order Charge - Order processing

New service (first line)	\$23.00
Change in existing service	\$17.25
Record changes	\$15.00
LifeLine installation	\$10.00

Local network switching center charge

Connection or change of line	\$23.00
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Outside Facility Connection Charge*
Service charge if technician comes
to your home \$42.10

Addition of Verizon Calling Services \$ 7.50

*Excludes internal wiring. See Repair Services.

Four-Hour Commitment - If we need to visit your home or business for installation or repair work, we can schedule that visit within a mutually agreed upon four-hour time frame.

Repair Service and Inside Wire Maintenance

If you have a problem with Verizon's network that affects your service - call us. If the problem is in the wiring or jacks inside your home, you have several choices:

If you have our Inside Wire Maintenance Plan, in most cases we'll repair your wiring and jacks for free. The cost for this plan is \$5.95 per month per phone number without a Verizon Freedom package or \$4.95 per month with a Verizon Freedom package. There may a 30-day waiting period for activation of Inside Wire Maintenance Plan on existing lines.

- If you don't have our Inside Wire Maintenance Plan, we'll repair your wire and jacks for \$85 per hour with a one-hour minimum. Rates are higher after hours and on weekends and holidays.
- You or your landlord can fix it. (See instructions below.)
- Hire another company to do the work.

How to Reach Us

Give us a call toll-free 8 a.m. to 5:30 p.m. Monday through Friday.

For assistance in these languages, call:

Vietnamese **1- 800- 483-2262**
Chinese **1- 800- 483-8688**
Korean **1- 800- 483-7772**

- If you have a billing problem, please call us to resolve it. If you are not satisfied with the outcome, you may contact the California Public Utilities Commission at 1-800-649-7570. (Please refer to your bill for further information.)

For more information about Verizon's products and services visit our website 24 hours per day at

Chinese: www.verizon.com/chinese

Korean: www.verizon.com/korean

CA Annual Guide ends here GT012507SS

CALIFORNIA LIFELINE SERVICE

WHAT IS CALIFORNIA LIFELINE SERVICE?

- California LifeLine provides basic telephone service at reduced rates to people who qualify.
- There are two types of Lifeline service available in most areas:

FLAT RATE service provides unlimited local calling for \$5.34 per month. You benefit if you make a high number of local calls each month.

MESSAGE RATE¹ service provides 60 un-timed local calls for \$2.85 per month. Additional calls are 8 cents each. You benefit if you make a low number of local calls each month.

Other benefits... you get a discount on installation charges. You also get a credit for the amount of your monthly Interstate Subscriber Line Charge.

A second California LifeLine line is available if you or another person in your household is disabled and needs a telephone-text device (TTY) when using the phone.

Eligible residents of Indian reservations or tribal lands can receive additional discounts provided by the Federal Lifeline program.

TWO WAYS TO QUALIFY FOR CALIFORNIA LIFELINE:

You can qualify for California LifeLine if you (or another person in your household) are enrolled in any one of the following public-assistance programs:

- Medicaid/Medi-Cal
- Supplemental Security Income (SSI)
- Food Stamps (Electronic Benefits Transfer (EBT) card)
- Healthy Families Category A
- Temporary Assistance for Needy Families (TANF)
- Tribal TANF
- Women, Infants and Children Program (WIC)
- Low Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- National School Lunch FREE Lunch Program (NSL)
- Bureau of Indian Affairs General Assistance
- Head Start Income Eligible (Tribal Only)

You can also qualify for California LifeLine if your total household income is at or less than these income maximums:

¹ Message Rate LifeLine is not available in areas served by Verizon West Coast Inc.

Household Size

California LifeLine Annual Income Limits

1-2 members.....	\$22,900
3 members.....	\$26,900
4 members.....	\$32,400
Each additional member.....	\$ 5,500

In order to qualify for California LifeLine based on household income, you will need to provide documents proving that your total household income is at or below the income maximum for your household size. Income documents include:

- Prior year’s state, federal, or tribal tax return; or
- Income statements or paycheck stubs for three consecutive months within the calendar year
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation, and/or Worker’s Compensation
- A divorce decree
- Child support document
- Other official documents

HOW TO APPLY

Verizon customers may call Verizon and speak with one of our customer service representatives about California LifeLine:

You may also visit the Public Utilities Commission’s website at <http://www.cpuc.ca.gov>

IMPORTANT!

After enrolling in California LifeLine, you will receive a certification form from the California LifeLine program in a **PINK** envelope. Be sure to fill out the form completely and mail it back in the enclosed envelope. Do not send it to Verizon with your monthly bill.

EMERGENCY SITUATIONS

If a disaster strikes...

Following a disaster, especially earthquakes, there's usually a high volume of telephone calls. This can cause extreme congestion on the telephone network causing Verizon and/or other long-distance companies to block calls to prevent an overload. Some calls may be diverted to recordings, so others can be completed.

...here's the best way to use your phone.

Limit calls to emergencies only. Don't call 9-1-1, the police or fire department for general information about the disaster. Listen to the radio or a local TV station instead.

Help reduce calling into and out of the area. Ask someone outside the area to be an information clearinghouse for you and your family. Since it will probably be easier to call out of the disaster area, let that person know how and where you are, so they can let your friends and relatives know.

If you need to make an emergency call:

- Make sure all extension phone receivers are on the hook.
- If you don't hear dial tone right away, stay on the line. Dial tone could be delayed a minute or more.
- Don't repeatedly push the switch hook down. This will further delay your call.
- If you get a "fast busy" or "all circuits busy" recording, hang up and try again.
- If there's damage to our equipment or facilities or your wiring, it may not be possible to complete your call.

More information about 9-1-1

If human life or property is threatened and immediate attention is required, call 9-1-1 for fire, police, sheriff, highway patrol, ambulance, paramedics, Coast Guard and/or search and rescue. If you're deaf, hard of hearing or have a speech impairment and you use a Teletypewriter (TTY), you also can make emergency calls by dialing 9-1-1. All 9-1-1 call centers are equipped to respond immediately to all TTY calls as well as trace their origination.

Don't call 9-1-1 for non-emergencies; this causes delays in the handling of real emergencies. For non-emergency calls, call the non-emergency numbers listed in your directory for the agencies you're trying to reach.

When calling 9-1-1, your telephone number and address may be displayed on a dispatcher's viewing screen, even if you have Caller ID Blocking. This enables the emergency agency to locate you if the call is interrupted. However, not all 911 services identify where you're calling from so when you dial, be certain to first tell the emergency

worker where you are. If you don't want your number and address displayed, call the non-emergency number.

Access to Emergency 911 Service in your home

Verizon California Inc. provides residences with access to Emergency 911 service even if you have not established service with Verizon or have been disconnected for non-payment, if permitted by existing technology or facilities. Some technologies do not support this access if commercial electric power is not available. Access also may not be available if phone numbers have been reassigned. You may want to keep a phone that doesn't need electricity on hand in case of power outages.

[CA Emergency/911 GT0122077SS](#)

Inside Wire consists of all wiring and materials on the customer's side of the demarcation point determined by Verizon in accordance with the rules and regulations of the California Public Utilities Commission. The demarcation point is that point where Verizon's lines enter your building or home. Verizon's Inside Wire Maintenance Plans are optional monthly services and are not required for basic telephone service.

There's an \$85.00 visit charge if you have us come out and the problem is in your inside wire. That charge is waived if you hire us to fix your wiring.

Tenants should be aware that under state law, residential landlords - not tenants - are responsible for providing one working telephone jack as well as repair and maintenance of residential inside telephone wire. Check with your landlord before you order wiring repair.

Under State law, all California residential landlords must:

- install and maintain inside wiring and provide at least one usable telephone jack per residence.
- ensure that telephone wiring meets the most recent National Electric Code (NEC) standards.

Renters are responsible for:

- changing or adding more lines and jacks. (As a renter, get your landlord's authorization before making changes or additions.)
- maintenance or repair of telephone equipment.

Verizon will install, change, rearrange and repair wiring and jacks for you. Or, you can do it yourself or have a contractor do it. Tenants should be aware that under state law, residential landlords, and not tenants, are responsible for repairs to and maintenance of residential inside telephone wire. Check with your landlord before you order wiring repair.

Inside Wire is considered the property of the building owner.

If the building owner is a residential landlord (lessor), the building owner is responsible for installing at least one usable telephone jack per rental unit, for placing and maintaining the inside telephone wiring in good working order, for ensuring that the inside telephone wire meets National Electrical Code standards, making any required repairs, and establishing a mutual agreement with the tenant for repair reimbursements, if applicable.

RENTERS: To sign up for or discontinue Verizon's residence Inside Wire Maintenance Plan, contact Verizon. (If you're a renter, talk with your landlord about inside wire maintenance and who pays for additional phone jacks.)

Finding the Cause of the Problem

To perform a test, you will need a Standard Network Interface Device (SNID). You may be able to determine if the problem you are having is in the wiring or jacks inside your home by conducting a simple test at the SNID. The SNID is the small Verizon box generally located on the wall outside the premises, usually in the garage. Conducting this test could avoid the expense of having a technician come to your home. You will only be able to perform this test if you have a SNID.

- Open the Standard Network Interface Device. You may have to remove a screw first.
- Open the latch inside the box.
- Unplug the clip of the line that is experiencing trouble.
- Connect a telephone that is in good working condition to the jack on the Standard Network Interface Device.

If you have dial tone at the SNID, then the problem is somewhere in the inside wiring or jacks. You have the option to repair your inside wiring yourself, hire a vendor of your choice to make repairs, or contact Verizon to have it repaired**.

If you do not have dial tone at the SNID, then this usually indicates an outside line problem. Verizon maintains your outside phone lines as part of your basic monthly service. Outside lines will be repaired at no cost to you. Contact Verizon and we will repair the problem at no charge to you.

Use common sense when testing the SNID. Although the lines are

grounded, do not attempt to open the box or test the lines during a storm

or if you are standing in a puddle.

If a SNID is present and you do not subscribe to the Inside Wire Maintenance plan, then there may be a charge to isolate the trouble. If the trouble is found to be in your inside wiring or customer-provided equipment, then there will be a charge for isolation. If the trouble is found to be in our network, then there will not be a charge for isolation.

If you subscribe to the Inside Wire Maintenance plan, then there will not be a charge for isolation.

If your building does not have a SNID there will be no service charge for isolating the location of the trouble.

After testing at the SNID, if you determine that the trouble is inside, you have several options:

- If you have Verizon's Inside Wire Maintenance Plan, contact Verizon and we'll fix your inside wire or jacks at no charge. The monthly charge also includes diagnostic work that may be necessary to determine the origin of the problem.

- If you don't have Verizon's Inside Wire Maintenance Plan, you still can call us for repair service. We'll fix your inside wire and/or jacks for \$85 per hour during normal business hours, with a one-hour minimum. If we do the repairs, we'll bill any charges to whoever requests the repair - you or your landlord.

- You can also call another company to repair your wiring, or you or your landlord can fix it.

CA Inside Wiring ends here - GT012107SS

Verizon Service Guarantee

When you place an order or request repair service, we'll give you a date when we'll complete the installation or local service repair work. If we don't meet that commitment, call us and request a credit of \$25 for residence customers or \$100 for business customers. Although we're offering this guarantee, our goal is to give you no reason to use it. We have a long-standing commitment to providing quality service and meeting the needs of our customers.

CA Service Performance Guarantee GT012307SS

You can block calls to 900 and 976* informational numbers

Calls to 900 and 976 numbers provide information or entertainment programming for an additional charge from companies not affiliated with Verizon. 900 and 976 calls are billed either by the minute or as a flat fee each time the number is called. You can request 900 and 976 call blocking by calling Verizon. 900 and 976 call blocking is free for residential lines. There is a one-time charge of \$15.00 to block 900 and 976 calls for business lines. 900 and 976 call blocking does not stop incoming calls or calls to emergency numbers such as 911. If you decide to remove blocking, there is a one-time charge of \$5.00 per line for residential lines and \$15.00 for business lines. These same charges will apply should you decide to re-install call blocking.** For your protection, Verizon also requires an authorization letter before blocking is removed.

You may be entitled to a one-time refund for 900 or 976 charges if:

- Calls were made by your minor child without your permission; or
- You didn't authorized the calls; or
- You are not satisfied with the quality or value of the service you received; or you dispute the amount billed; or
- The 900-number service provider didn't follow federal regulations.

Requests for refunds must be made within 60 days of the date on your phone bill. If you refuse to pay any 900 or 976 charges, we may block calling to these numbers from your phone, but we will not disconnect your local or long-distance phone service.

The Federal Trade Commission (FTC) works for consumers to prevent fraudulent, deceptive and unfair business practices. Although the FTC does not resolve individual consumer problems, your complaint helps them investigate fraud, and can lead to law enforcement action. FTC complaints should be mailed to:

Consumer Response Center
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

* 976 prefix not available in Verizon West Coast (northwest California).

**** These charges do not apply to Centranet services. For more information please contact us.**

Extra CA 900/976 - GT013807SS

800 and 900 phone numbers – your number may be disclosed

When you call an 800 (855,866,877,888) or 900 telephone number, your number could be disclosed to the party you're calling and could be recorded in a database sold to telemarketers.

The California Public Utilities Commission wants consumers to know that some companies listing 800 or 900 numbers are now using Automatic Number Identification (ANI) which is approved by the Federal Communications Commission. When you dial their number, ANI equipment can automatically add your phone number to their customer database and companies are not required to tell you if they have ANI.

Companies with ANI can then use your phone number to get your address, income level, items purchased, and similar information from other marketing databases. Or they can sell your number to telemarketers who can then pitch their products and services to you.

Never assume that an 800 or 900 number is a toll free call! If the number uses ANI, you may reach a recording advising that you will be called back collect. Or you may be told to call a 900 number. In either case, the call would be billed to you!

If a person answers an 800 or 900 number, you can advise them that you do not want your number, name, or address kept in his or her company records. You may want to make it clear that you do not want this information rented or sold to other companies. You may also advise them that you do not want the company to solicit future business from you.

To complain about a company using ANI, write to:

Office of the Attorney General-Public Inquiry Unit
P.O. Box 944255
Sacramento, CA 94244-2550
<http://caag.state.ca.us/consumers/mailform.htm>
Or, call 1-800-952-5225.

You may also contact the Federal Communications Commission (FCC) at:

Consumer and Governmental Affairs Bureau (CGB)
1919 M Street NW
Washington, DC 20544
<http://www.fcc.gov/cgb/>

If you suspect that your name is on a direct marketing list and want it removed, write to:

Telephone Preference Service

c/o Direct Marketing Association
PO Box 1559
Carmel, NY 15012
<http://www.dmaconsumers.org/stillgettingcalls.shtml>

Extra CA 800/900 - GT013807SS

Important Consumer Information

INFORMATION ON TELEMARKETING CALLS

Do Not Call Listings

California consumers may register to be placed on the national Do Not Call list at <<http://www.donotcall.gov>>. Phone registration also is available toll-free at 1-888-382-1222. It is illegal for most telemarketers to call a number listed on the national Do Not Call registry. If you want to file a telemarketing complaint, contact the Federal Trade Commission at www.ftc.gov <<http://www.ftc.gov>> or call toll-free 1-877-382-4357; TTY: 1-866-653-4261.

Extra CA Do Not Call - GT12707SS

Consumer Telemarketing Information Resources

You have privacy rights when it comes to telephone solicitations. To find out more, you can request the following publications:

- **“Straight Talk About Telemarketing”**, Federal Trade Commission, Best Sellers, Consumer Response Center, 600 Pennsylvania Avenue, N.W., Washington, D.C., 20580 or call toll-free 1-877-382-4357, TDD 1-866-653-4261, website: <http://www.ftc.gov/bcp/online/pubs/tmarkg/straight.htm>
- **"Unwanted Telephone Marketing Calls"**, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, S.W., Washington, D.C., 20554, or call toll-free 1-888-225-5322, TTY 1-888-835-5322, website: <http://www.fcc.gov/cgb/consumerfacts/tcpa.html>
- **“Be Smart, Buy Smart--What Smart Shoppers Know About Telemarketing”**, California Department of Consumer Affairs, 400 R Street Sacramento CA 95814, or call 1-800-952-5210, website: <http://www.dca.ca.gov/publications/telemarket.shtml>

Extra CA Telemarketing - GT12707SS

Verizon Customer Proprietary Network Information

Under Federal Law, Verizon is required to provide notification that you have the right and we have the duty to protect the confidentiality of your telecommunications service information. This information includes the services and products you purchase, account activity (for example the telephone numbers you dial), and charges incurred.

We may use this information for marketing purposes, without further authorization by you, to offer you the full range of communications-related products and services available from Verizon, Verizon affiliates and partners. These services may be different from the type of services you currently buy from us. In addition to local telephone services, these services include long distance, wireless, internet access and video services. A more complete description of Verizon's companies and service offerings is available at www.verizon.com or you may call your Verizon service representative. Without further authorization by you, Verizon may also share your information with its affiliates, agents and partners to offer the services described above.

If you wish to restrict this use of your information to offer services as described above, please call us at any time. Please have your bill and account number available. You may call this number at any time to register or remove your restriction. Your decision will remain valid until you tell us otherwise. If you have previously restricted use of your telecommunications service information, no action on your part is required unless you wish to remove the restriction. Whatever you decide will not affect our provision of service to you and does not eliminate all other marketing contacts by Verizon. If you have any questions, please call your service representative or account manager.

CA CPNI GTxxxxxxSS

Notice Concerning Monitoring

As permitted by state law, a sampling* of certain two-way telephone calls between Verizon employees and our customers* are monitored for training and quality control purposes by supervisory or management personnel. This is done without notice to the customer or the employee. No recording of these two-way conversations is made.**

Calls between customers are not monitored for this or any other purpose without the use of an automatic warning tone. The only exception is when it's required by law enforcement or national defense agencies, according to law and under legal safeguards. If you have any questions about monitoring, please call your Verizon customer representative. The toll-free customer service number is listed in the white pages of your local Verizon Directory.

GT12707SS – Extra CA Monitoring
Updated 6/5/08