



July 2, 2003

Dear Customer:

Subject: Limited-duration Promotional Discounts – Closure of Offering Window for Merger Condition 12 Resale Lines

In accordance with the FCC order approving the merger of Bell Atlantic and GTE (the “Merger Order”), Verizon implemented limited-duration promotional discounts on July 30, 2000 for several qualifying services and products, including resold residential service.

Under the terms and conditions applicable to the resale promotional discounts, new orders for resold residential service will cease to qualify for the prescribed promotional discount the earlier of the following: (a) once a specified maximum number of resold residential lines has been provisioned at the discounted rate in a given jurisdiction, or (b) 36 months after commencement of the Offering Window period.

Verizon is providing notice that, by the terms of the Merger Order, the Offering Window for the Promotional Discount for resold residential service will close on July 31, 2003 in the states of CT, DE, MA, ME, NH, NJ, NY, PA, RI, VA, VT, WV, CA, HI, ID, IL, MI, NV, OH, OR, WA, and WI, due to expiration of the 36 month period. Orders placed during the Offering Window with a requested installation date of no later than 30 days after the close of the Offering Window will be eligible for the promotional resale discount. Orders placed in service more than 30 days after close of the Offering Window will not be eligible for the promotional resale discount.

This does not affect the states of MD, FL, IN, NC, SC, TX, and the District of Columbia, where the Offering Window has already closed due to the provisioning of the specified maximum number of resold residential lines in those states at the promotional discount rate.

Verizon continues to appreciate your business. If you have any questions, please feel free to contact your Account Manager.