

Feb 22 , 2013

Audience: Resellers

Subject : Verizon Industry Letter: ISDN BRI and Centrex Grandfathering, Withdrawal, and Price Changes

Effective May 18, 2013, pursuant to Retail product offering reductions and associated tariff filings, Verizon will be grandfathering, withdrawing, and/or increasing prices as described below for certain ISDN BRI and Centrex services offered to business customers.

Grandfathering of Centrex Term Commitment Plans and Basic ESSX-1 Service

-Term commitment options greater than 36 months will no longer be offered to new or renewing Centrex Plus Service customers in Connecticut, Massachusetts, New York, and Rhode Island and CustofLEX 2100 customers in Washington, DC, Delaware, Maryland, New Jersey, Pennsylvania (fBA PA), and Virginia (fBA VA). Upon expiration of an existing term commitment period greater than 36 months, customers may subscribe to these services on the 12 Month or the 13-36 Month term commitment option for Centrex Plus and the Month-to-Month or the 12-36 Month term commitment option for CustofLEX 2100. In addition, for CustofLEX 2100 in Delaware, the Month-to-Month and the 12-36 Month term commitment options for 76+ line plans will no longer be offered.

-Term commitment options of 60 months and greater will no longer be offered to new or renewing CentraNet customers in California, Florida, Pennsylvania (fGTE PA), and Texas. In California, this grandfathering applies to the CentraNet line, the CentraNet Calling Solutions, and the 5-Year Feature Packages. Upon expiration of an existing 60-month or greater term commitment period, customers may subscribe to these services on the Month-to-Month, the 12 Month or the 36 Month term commitment option, as appropriate.

-Basic ESSX-1 Service in New Jersey

Grandfathering of ISDN BRI in certain North States

The following products will no longer be offered to new customers or permit existing customers with these products to make moves, changes, or additions to an existing plan:

-ISDN Basic Service in Connecticut.

-ISDN Basic Service and Virtual Serving Arrangement (VSA) for Exchange Service, ISDN Basic Optional Circuit Switched Data Local Usage Packages, and Internet Access Package and Home Office Package in Massachusetts.

-ISDN Basic Service Individual Business Line Service, Virtual Office ISDN, ISDN Basic Optional Circuit Switched Data Local Usage Packages, Internet Access Package and Home Office Package in New York.

-ISDN Basic Service- Exchange Service in Rhode Island.

Grandfathering of ISDN BRI in certain South States

The following products will no longer be offered to new customers or permit existing customers with these products to make moves, changes, or additions to an existing plan:

-Individual Line Business Intelliling-Basic Rate Interface (BRI) Service in Washington, DC, Delaware, Maryland, New Jersey, Pennsylvania (fBA PA), and Virginia (fBA VA).

-Centrex Intelliling-Basic Rate Interface (BRI) Virtual Office ISDN (VOI) in Washington, DC, Maryland, Pennsylvania (fBA PA), and Virginia (fBA VA).

Withdrawal of ISDN BRI Services in certain North States

Services being withdrawn are limited to certain ISDN BRI services (listed below) in the following North states. Our records indicate that there is no embedded base for the ISDN BRI services being withdrawn, so Resellers should not be impacted by the withdrawal. However, Resellers should

review their own records, and contact their Verizon account manager if they have questions. ISDN BRI Services being withdrawn include the following:

- ISDN Basic Service for Individual Business Lines and Centrex Lines, except Alternate Circuit-Switched Voice and Data Service and Optional Feature Internet Access package, in Connecticut.
- High Speed Packet Switched Data, Optional Feature Customer Premises Modem Pools, and Virtual Office ISDN (VOI) associated with ISDN Basic Service for Individual Business Lines and Centrex Lines in Massachusetts.
- Optional Feature Customer Premises Modem Pools and Optional Feature Deluxe Package associated with ISDN Basic Service for Individual Business Lines and Centrex Lines in New York.
- High Speed Packet Switched Data, Optional Feature Customer Premises Modem Pools, and Optional Feature Internet, Home Office, and Deluxe Packages associated with ISDN Basic Service for Individual Business Lines and Centrex Lines in Rhode Island.

Rate Increases for Certain Centrex and ISDN BRI Services

Retail rates, as well as the associated Resale rates reflecting the standard Resale discounts by state, will increase for Centrex and ISDN BRI products as summarized below with a state specific Retail price change listing attached.

-Monthly Recurring Charges for tariffed month-to-month rated products for Centrex Business Pak Service, Centrex I Service, Centrex II Service, CustofLEX 2100, IntelliLinQ BRI/ISDN BRI, Circuit Switched Data Usage Packages, Optional Feature Packages and Virtual Office ISDN for business customers in the North states of Massachusetts and New York and in the South states of Delaware, Washington, DC, Maryland, New Jersey, Pennsylvania (fBA PA), and Virginia (fBA VA).

-Monthly Recurring Charges for tariff rated 12 - 36 month term rates for CustofLEX 2100 Intercom lines for business customers in the South states of Delaware, Washington, DC, Maryland, New Jersey, Pennsylvania (fBA PA), and Virginia (fBA VA). All customers subscribing to a new CustofLEX 2100 tariffed 12 - 36 month term agreement on or after the implementation of this project will be subject to the increased rate.

-Tariff rated 24, 36 and 60 month term rates for Virtual Office ISDN for business customers in Delaware, Pennsylvania (fBA PA), New Jersey, and Virginia (fBA VA). All customers subscribing to a new Virtual Office ISDN tariffed 24, 36, and 60 month term agreement on or after the implementation of this project will be subject to the increased rate.

If you have any questions about this matter, please contact your Account Manager.

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