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December 20, 2010

Ms. Beth W. Salak, Director  
Division of Competitive Markets and Enforcement  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Dear Ms. Salak:

Attached are revised tariff pages filed to become part of the Verizon Florida LLC General Services Tariff.

Section A13. Miscellaneous Service Arrangements

3rd Revised Page 111  
Original Page 111.1  
3rd Revised Page 112  
2nd Revised Page 113  
Original Page 113.1  
2nd Revised Page 115

The purpose of this filing is to amend the resubscription terms for VCAP-R service.

If you require additional information, please call Demetria Clark at (850) 222-5479.

Sincerely,

David M. Christian  
Vice President  
Regulatory Affairs Florida

Attachments

DMC:rt

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Verizon Client Advantage Program – Regulated Services

.2 Regulations (Continued)

c. Terms and Conditions

(1) Renewal Period

The VCAP-R Plan is offered as a two year term Plan, with a one year renewal. At the end of the initial two year term, the VCAP-R Plan will be renewed automatically for the third year unless the Customer provides written notification of its intent to terminate the VCAP-R Plan no later than 90 days after the start of the third year.

(2) Re-subscription

Within 60 days of the end of the one-year renewal period of the VCAP-R Plan, the Customer may re-subscribe to the Plan by providing written notice to the Company. The Customer may continue to re-subscribe to the Plan following each two-year term and one-year renewal period provided the Customer continues to meet all requirements of the Plan.

(3) Termination By The Customer

(a) A Customer may terminate its VCAP-R agreement and cease to be a Customer under the VCAP-R Plan at any time during the term of the VCAP-R Plan for any reason, including but not limited to business downturn, by providing written notice of termination to Verizon at least 30 days before the effective date of the termination. A Customer who terminates its agreement pursuant to this paragraph shall cease to receive VCAP-R credits as of the effective date of the termination. Subject to (3)(c) following a Customer that terminates its participation in the VCAP-R Plan may subscribe to the VCAP-R Plan again within 60 days by satisfying the eligibility requirements as set forth in 2.b. preceding.

(b) Termination liability charges do not apply to the Customer's termination of the VCAP-R Plan.

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(X) The Verizon Client Advantage Program For Regulated Services is limited to customers of record as of December 16, 2009.

(M) Material relocated to Page 111.1.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Verizon Client Advantage Program – Regulated Services

.2 Regulations (Continued)

c. Terms and Conditions (Continued)

(3) Termination By The Customer (Continued)

(c) Customers in their initial two-year term and one-year renewal period of the VCAP-R Plan may terminate participation in the Plan twice and re-enroll in the Plan. Reenrollment in the VCAP-R Plan is not allowed with the third termination.

(d) Customers who have re-subscribed to the VCAP-R Plan prior to December 31, 2010, may terminate participation in the Plan, in accordance with .2 c. (3)(a), two times and re-enroll in the Plan. Re-enrollment in the VCAP-R Plan is not allowed with the third termination.

(e) Customers who re-subscribe to the VCAP-R Plan on or after December 31, 2010, may terminate participation in the Plan, in accordance with .2 c. (3)(a), and re-enroll in the plan only once. During subsequent re-subscription periods, customers may not re-enroll in the Plan after termination.

(4) Increases in CTB Categories

(a) If a Customer combines, by merger, acquisition of assets or equity, or otherwise, with a new entity that otherwise qualifies under the VCAP-R Plan, and the Customer and the new entity elect in writing to be treated as a single Customer for purposes of consolidating their Eligible CTB, Verizon shall combine 100% of the Customer's Base Year Eligible CTB and 100% of the Base Year Eligible CTB of the new entity (or, if the new entity does not have Base Year Eligible CTB, then 100% of the most recent available annual Eligible CTB of the new entity) to obtain a single new combined Eligible CTB, which will produce a single new combined Customer Commitment that will apply prospectively to the single new combined Customer. Any such increase shall be made effective at the start of the next Measurement Period.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

<p>A13.47</p> <p>.2</p> <p>c.</p> <p>(4)</p> <p>(b)</p> <p>(5)</p> <p>(a)</p> <p>(b)</p> <p>d.</p> <p>(1)</p> <p>(2)</p> <p>(3)</p> <p>e.</p> <p>f.</p>	<p>Verizon Client Advantage Program – Regulated Services</p> <p>Regulations (Continued)</p> <p>Terms and Conditions (Continued)</p> <p>Increases in CTB Categories (Continued)</p> <p>If a Customer combines, by merger, acquisition of assets or equity, or otherwise, with a new entity, but the Customer and the new entity do not elect to be treated as a single new Customer for purposes of consolidating Eligible and Customer Commitment, and the new entity wishes to participate in the VCAP-R Plan, the new entity must meet the eligibility requirements set forth in 2.b. preceding of this tariff and must sign a VCAP-R agreement.</p> <p>Termination by Verizon</p> <p>Verizon may terminate the VCAP-R Plan upon providing written notice to Customers.</p> <p>Customers who continue to meet the requirements of the Plan will receive Rebates for 90 days following Verizon's notice of termination of the Plan.</p> <p>Application of Credits</p> <p>If the Customer's Monthly Actual CTB meets or exceeds the Monthly Credit Trigger on a cumulative basis, the Customer will receive a credit by multiplying the Customer's State Specific Monthly Actual CTB by the applicable credit percentage set forth in A13.47.3 below, and applying the resulting credit amount to the Customer's State Specific Monthly Actual Credit CTB. Credits will be applied monthly and/or quarterly.</p> <p>If the Customer does not meet the Monthly Credit Trigger on a cumulative basis, the Customer will not receive a VCAP-R credit for that month. However, if the Customer generates sufficient Actual CTB during the Measurement Period so that the average Monthly Actual CTB meets the Monthly Credit Trigger, then the Customer will receive a VCAP-R credit for any month(s) in which the Customer did not originally qualify for a VCAP-R credit under d.(1) preceding.</p> <p>Verizon will perform annual reviews to make any adjustments as necessary to conform to the rates, terms and conditions of the VCAP-R Plan. All adjustments equal to or greater than \$1.00 will be applied to each applicable Customer BTN. Verizon is not required to apply any adjustment which is less than \$1.00. No interest will be paid in connection with the application of rebates.</p> <p>Reports</p> <p>Verizon shall provide quarterly reports to the Customer providing information about the Customer's participation in the VCAP-R Plan. At Verizon's discretion, such reports may be provided through various media including, but not limited to, paper or electronic media. Verizon will provide the customer with instructions on how to access the various media.</p> <p>CTB and Commitment CTB</p> <p>The CTB and Commitment CTB will be determined by Verizon subject to Customer's inclusion of BTNs under the Plan.</p>	<p>(X)</p> <p></p> <p></p> <p></p> <p></p> <p>(T)</p> <p>(T)</p> <p>(T)</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>(T)</p> <p>(T)</p> <p></p> <p>(T)(C)</p> <p>(T)</p> <p>(T)</p> <p></p> <p></p> <p>(T)</p> <p>(X)</p>
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(X) The Verizon Client Advantage Program For Regulated Services is limited to customers of record as of December 16, 2009.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Verizon Client Advantage Program – Regulated Services

.3 Rate Application

a. Monthly Credits

- (1) Customers that qualify for the VCAP-R Plan will be designated in Group A or Group B based on the Customer's Eligible CTB:

Group A: Between \$1.5 million and \$29.99 million of multi-state total (aggregate) Eligible CTB

Group B: Between \$30 million and \$80 million of multi-state total (aggregate) Eligible CTB

- (2) Upon the commencement of the VCAP-R Plan, and for the first 12-month Measurement Period of the Plan (Year 1), the monthly credit will be as follows:

Group A: 5%

Group B: 5.5%

For example if, in month one, the Customer's Commitment CTB is \$1,000,000, then the Customer Commitment will be 90% of Commitment CTB, which equals \$900,000, and the Monthly Credit Trigger is 90% of Customer Commitment on a monthly basis, which equals \$810,000.

Assume that Customer's Monthly Actual CTB is \$900,000, which exceeds \$810,000 so the Customer will receive a credit equal to, for Group A, 5% of the Customer's State Specific Monthly Actual CTB. Assume that the Customer's State Specific Monthly Actual CTB is \$500,000, and that the Customer's State Specific Monthly Actual Credit CTB is \$300,000. In this example, Customer will receive a credit of \$25,000 (5% of \$500,000), which will be applied to the Customer's State Specific Monthly Actual Credit CTB of \$300,000.

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(M) Material relocated to Page 113.1.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Verizon Client Advantage Program – Regulated Services

.3 Rate Application

a. Monthly Credits

- (3) At the end of the first Measurement Period (Year 1), Verizon will review the Customer's Actual CTB to determine the percentage of Customer Commitment attained based on Year 1 Customer Commitment. Based on the percentage of Customer Commitment attained and the Customer's election of a new Customer Commitment for the next Measurement Period (Year 2), the Customer will receive a monthly credit during the next Measurement Period in accordance with the credit schedules in A13.47.3.b. following.
- (4) At the end of the second Measurement Period (Year 2), Verizon will review the Customer's Actual CTB to determine the percentage of Customer Commitment attained based on Year 1 Customer Commitment. Based on the percentage of Customer Commitment attained and the Customer's election of a new Customer Commitment for the next Measurement Period (Year 3), the Customer will receive a monthly credit during the next Measurement Period in accordance with the credit schedules in A13.47.3.b. following.
- (5) Under Section .3 a. (3) and (4) preceding, Customer must notify Verizon in writing of its new Customer Commitment for the next Measurement Period prior to the start of that Measurement Period.
- (6) For Customers who re-subscribe to the VCAP-R Plan on or after December 31, 2010 under Section .2 c. (2), at the end of each Measurement Period (Year 1 and Year 2), Verizon will review the Customer's Actual CTB to determine the percentage of Customer Commitment Attained. Based on the percentage of Customer Commitment attained, the Customer will be eligible for a monthly rebate during the next Measurement Period (Year 2 or Year 3) in accordance with the credit schedule in A13.47.3. c. following.

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(M) Material relocated from Page 113.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Verizon Client Advantage Program – Regulated Services

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.3 Rate Application (Continued)

b. Credit Schedules (Continued)

Group B:

<u>Percent of Customer Commitment Achieved in Measurement Period</u>	<u>Customer Election of Customer Commitment for New Measurement Period</u>	<u>Monthly Credit Percentage for New Measurement Period</u>
110%	110%	6.5%
110%	105% - 109.99%	6%
110%	90% - 104.99%	5.5%
110%	85% - 89.99%	2%
110%	Less than 85%	0%
105% - 109.99%	105% - 109.99%	6%
105% - 109.99%	90% - 104.99%	5.5%
105% - 109.99%	85% - 89.99%	2%
105% - 109.99%	Less than 85%	0%
90% - 104.99%	90% - 104.99%	5.5%
90% - 104.99%	85% - 89.99%	2%
90% - 104.99%	Less than 85%	0%
85% - 89.99%	85% - 89.99%	2%
Less than 85%	Not applicable	0%

c. Re-Subscription Credit Schedule

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<u>Credit Percentages for Plan Years 2 and 3</u>		
<u>Percent of Customer Commitment Achieved in Prior Measurement Period</u>	<u>Monthly Credit Percentage for Measurement Period</u>	
	<u>Group A</u>	<u>Group B</u>
90% or greater	5%	5.5%
85% - 89.99%	2%	2%
Less than 85%	0%	0%

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Verizon Client Advantage Program – Regulated Services

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.2 Regulations (Continued)

c. Terms and Conditions

(1) Renewal Period

The VCAP-R Plan is offered as a two year term Plan, with a one year renewal. At the end of the initial two year term, the VCAP-R Plan will be renewed automatically for the third year unless the Customer provides written notification of its intent to terminate the VCAP-R Plan no later than 90 days after the start of the third year.

(2) Re-subscription

Within 60 days of the end of the one-year renewal period of the VCAP-R Plan, the Customer may re-subscribe to the Plan by providing written notice to the Company. The Customer may continue to re-subscribe to the Plan following each two-year term and one-year renewal period provided the Customer continues to meet all requirements of the Plan.

(3) Termination By The Customer

(a) A Customer may terminate its VCAP-R agreement and cease to be a Customer under the VCAP-R Plan at any time during the term of the VCAP-R Plan for any reason, including but not limited to business downturn, by providing written notice of termination to the Telephone Company at least 30 days before the effective date of the termination. A Customer who terminates its agreement pursuant to this paragraph shall cease to receive VCAP-R credits as of the effective date of the termination. Subject to (3)(c) following a Customer that terminates its participation in the VCAP-R Plan may subscribe to the VCAP-R Plan again within 60 days by satisfying the eligibility requirements as set forth in 2.b. preceding.

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(b) Termination liability charges do not apply to the Customer's termination of the VCAP-R Plan.

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~~(c) A Customer that terminates its participation in the VCAP-R Plan may not subscribe to the VCAP-R Plan again after the Customer's third such termination.~~

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~~(4) Increases in CTB Categories~~

~~(a) If a Customer combines, by merger, acquisition of assets or equity, or otherwise, with a new entity that otherwise qualifies under the VCAP-R Plan, and the Customer and the new entity elect in writing to be treated as a single Customer for purposes of consolidating their Eligible CTB, the Telephone Company shall combine 100% of the Customer's Base Year Eligible CTB and 100% of the Base Year Eligible CTB of the new entity (or, if the new entity does not have Base Year Eligible CTB, then 100% of the most recent available annual Eligible CTB of the new entity) to obtain a single new combined Eligible CTB, which will produce a single new combined Customer Commitment that will apply prospectively to the single new combined Customer. Any such increase shall be made effective at the start of the next Measurement Period.~~

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Verizon Client Advantage Program – Regulated Services

.2 Regulations (Continued)

c. Terms and Conditions (Continued)

(3) Termination By The Customer (Continued)

(c) Customers in their initial two-year term and one-year renewal period of the VCAP-R Plan may terminate participation in the Plan twice and re-enroll in the Plan. Reenrollment in the VCAP-R Plan is not allowed with the third termination.

(d) Customers who have re-subscribed to the VCAP-R Plan prior to December 31, 2010, may terminate participation in the Plan, in accordance with .2 c. (3)(a), two times and re-enroll in the Plan. Re-enrollment in the VCAP-R Plan is not allowed with the third termination.

(e) Customers who re-subscribe to the VCAP-R Plan on or after December 31, 2010, may terminate participation in the Plan, in accordance with .2 c. (3)(a), and re-enroll in the plan only once. During subsequent re-subscription periods, customers may not re-enroll in the Plan after termination.

(4) Increases in CTB Categories

(a) If a Customer combines, by merger, acquisition of assets or equity, or otherwise, with a new entity that otherwise qualifies under the VCAP-R Plan, and the Customer and the new entity elect in writing to be treated as a single Customer for purposes of consolidating their Eligible CTB, Verizon shall combine 100% of the Customer's Base Year Eligible CTB and 100% of the Base Year Eligible CTB of the new entity (or, if the new entity does not have Base Year Eligible CTB, then 100% of the most recent available annual Eligible CTB of the new entity) to obtain a single new combined Eligible CTB, which will produce a single new combined Customer Commitment that will apply prospectively to the single new combined Customer. Any such increase shall be made effective at the start of the next Measurement Period.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Verizon Client Advantage Program – Regulated Services

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.2 Regulations (Continued)

c. Terms and Conditions (Continued)

(4) Increases in CTB Categories (Continued)

(b) If a Customer combines, by merger, acquisition of assets or equity, or otherwise, with a new entity, but the Customer and the new entity do not elect to be treated as a single new Customer for purposes of consolidating Eligible and Customer Commitment, and the new entity wishes to participate in the VCAP-R Plan, the new entity must meet the eligibility requirements set forth in 2.b. preceding of this tariff and must sign a VCAP-R agreement.

(5) Termination by ~~the Telephone Company~~Verizon

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(a) ~~The Telephone Company~~Verizon may terminate the VCAP-R Plan upon providing written notice to Customers.

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(b) Customers who continue to meet the requirements of the Plan will receive Rebates for 90 days following the Telephone Company's notice of termination of the Plan.

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d. Application of Credits

(1) If the Customer's Monthly Actual CTB meets or exceeds the Monthly Credit Trigger on a cumulative basis, the Customer will receive a credit by multiplying the Customer's State Specific Monthly Actual CTB by the applicable credit percentage set forth in A13.47.3 below, and applying the resulting credit amount to the Customer's State Specific Monthly Actual Credit CTB. Credits will be applied monthly and/or quarterly.

(2) If the Customer does not meet the Monthly Credit Trigger on a cumulative basis, the Customer will not receive a VCAP-R credit for that month. However, if the Customer generates sufficient Actual CTB during the Measurement Period so that the average Monthly Actual CTB meets the Monthly Credit Trigger, then the Customer will receive a VCAP-R credit for any month(s) in which the Customer did not originally qualify for a VCAP-R credit under d.(1) preceding.

(3) ~~The Telephone Company~~Verizon will perform annual reviews to make any adjustments as necessary to conform to the rates, terms and conditions of the VCAP-R Plan. All adjustments equal to or greater than \$1.00 will be applied to each applicable Customer BTN. ~~The Telephone Company~~Verizon is not required to apply any adjustment which is less than \$1.00. No interest will be paid in connection with the application of rebates.

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e. Reports

~~The Telephone Company~~Verizon shall provide ~~monthly~~quarterly reports to the Customer providing information about the Customer's participation in the VCAP-R Plan. At ~~the Telephone Company's~~Verizon discretion, such reports may be provided through various media including, but not limited to, paper or electronic media. ~~The Telephone Company~~Verizon will provide the customer with instructions on how to access the various media.

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f. CTB and Commitment CTB

The CTB and Commitment CTB will be determined by ~~the Telephone Company~~Verizon subject to Customer's inclusion of BTNs under the Plan.

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(X) The Verizon Client Advantage Program For Regulated Services is limited to customers of record as of December 16, 2009.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Verizon Client Advantage Program – Regulated Services

.3 Rate Application

a. Monthly Credits

- (1) Customers that qualify for the VCAP-R Plan will be designated in Group A or Group B based on the Customer's Eligible CTB:

Group A: Between \$1.5 million and \$29.99 million of multi-state total (aggregate) Eligible CTB

Group B: Between \$30 million and \$80 million of multi-state total (aggregate) Eligible CTB

- (2) Upon the commencement of the VCAP-R Plan, and for the first 12-month Measurement Period of the Plan (Year 1), the monthly credit will be as follows:

Group A: 5%

Group B: 5.5%

For example if, in month one, the Customer's Commitment CTB is \$1,000,000, then the Customer Commitment will be 90% of Commitment CTB, which equals \$900,000, and the Monthly Credit Trigger is 90% of Customer Commitment on a monthly basis, which equals \$810,000.

Assume that Customer's Monthly Actual CTB is \$900,000, which exceeds \$810,000 so the Customer will receive a credit equal to, for Group A, 5% of the Customer's State Specific Monthly Actual CTB. Assume that the Customer's State Specific Monthly Actual CTB is \$500,000, and that the Customer's State Specific Monthly Actual Credit CTB is \$300,000. In this example, Customer will receive a credit of \$25,000 (5% of \$500,000), which will be applied to the Customer's State Specific Monthly Actual Credit CTB of \$300,000.

~~(3) At the end of the first Measurement Period (Year 1), the Telephone Company will review the Customer's Actual CTB to determine the percentage of Customer Commitment attained based on Year 1 Customer Commitment. Based on the percentage of Customer Commitment attained and the Customer's election of a new Customer Commitment for the next Measurement Period (Year 2), the Customer will receive a monthly credit during the next Measurement Period in accordance with the credit schedules in A13.47.3.b. following.~~

~~(4) At the end of the second Measurement Period (Year 2), the Telephone Company will review the Customer's Actual CTB to determine the percentage of Customer Commitment attained based on Year 1 Customer Commitment. Based on the percentage of Customer Commitment attained and the Customer's election of a new Customer Commitment for the next Measurement Period (Year 3), the Customer will receive a monthly credit during the next Measurement Period in accordance with the credit schedules in A13.47.3.b. following.~~

~~(5) Customer must notify the Telephone Company in writing of its new Customer Commitment for the next Measurement Period prior to the start of that Measurement Period.~~

(X) The Verizon Client Advantage Program For Regulated Services is limited to customers of record as of December 16, 2009.

(M) Material relocated to Page 113.1.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Verizon Client Advantage Program – Regulated Services

.3 Rate Application

a. Monthly Credits

(3) At the end of the first Measurement Period (Year 1), Verizon will review the Customer's Actual CTB to determine the percentage of Customer Commitment attained based on Year 1 Customer Commitment. Based on the percentage of Customer Commitment attained and the Customer's election of a new Customer Commitment for the next Measurement Period (Year 2), the Customer will receive a monthly credit during the next Measurement Period in accordance with the credit schedules in A13.47.3.b. following.

(4) At the end of the second Measurement Period (Year 2), Verizon will review the Customer's Actual CTB to determine the percentage of Customer Commitment attained based on Year 1 Customer Commitment. Based on the percentage of Customer Commitment attained and the Customer's election of a new Customer Commitment for the next Measurement Period (Year 3), the Customer will receive a monthly credit during the next Measurement Period in accordance with the credit schedules in A13.47.3.b. following.

(5) Under Section .3 a. (3) and (4) preceding, Customer must notify Verizon in writing of its new Customer Commitment for the next Measurement Period prior to the start of that Measurement Period.

(6) For Customers who re-subscribe to the VCAP-R Plan on or after December 31, 2010 under Section .2 c. (2), at the end of each Measurement Period (Year 1 and Year 2), Verizon will review the Customer's Actual CTB to determine the percentage of Customer Commitment Attained. Based on the percentage of Customer Commitment attained, the Customer will be eligible for a monthly rebate during the next Measurement Period (Year 2 or Year 3) in accordance with the credit schedule in A13.47.3 .c. following.

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(M) Material relocated from Page 113.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Verizon Client Advantage Program – Regulated Services

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.3 Rate Application (Continued)

b. Credit Schedules (Continued)

Group B:

<u>Percent of Customer Commitment Achieved in Measurement Period</u>	<u>Customer Election of Customer Commitment for New Measurement Period</u>	<u>Monthly Credit Percentage for New Measurement Period</u>
110%	110%	6.5%
110%	105% - 109.99%	6%
110%	90% - 104.99%	5.5%
110%	85% - 89.99%	2%
110%	Less than 85%	0%
105% - 109.99%	105% - 109.99%	6%
105% - 109.99%	90% - 104.99%	5.5%
105% - 109.99%	85% - 89.99%	2%
105% - 109.99%	Less than 85%	0%
90% - 104.99%	90% - 104.99%	5.5%
90% - 104.99%	85% - 89.99%	2%
90% - 104.99%	Less than 85%	0%
85% - 89.99%	85% - 89.99%	2%
Less than 85%	Not applicable	0%

c. Re-Subscription Credit Schedule

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<u>Credit Percentages for Plan Years 2 and 3</u>		
<u>Percent of Customer Commitment Achieved in Prior Measurement Period</u>	<u>Monthly Credit Percentage for Measurement Period</u>	
	<u>Group A</u>	<u>Group B</u>
90% or greater	5%	5.5%
85% - 89.99%	2%	2%
Less than 85%	0%	0%

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(X) The Verizon Client Advantage Program For Regulated Services is limited to customers of record as of December 16, 2009.