

MARKET CLASSIFICATIONS OF VERIZON VIRGINIA, INC. SERVICES
Revised 01/13/2003

BUNDLED	COMPETITIVE	DISCRETIONARY	BASIC
1. Local Package Plus 2. The Local Package	1. Apartment Door Answering 2. Billing & Collection (Processing, Rendering Inquiry, Recording) 3. Bonus Discount Plan 4. Business Market Hotline 5. Business Link Rewards Plan 6. Call Restriction 7. CENTREX Intercom & Features including CENTREX IntelliLinQ - BRI 8. Circle Calling Service 9. C.O. LANs 10. Easy Voice 11. Home Intercom 12. Hour Plus Plan 13. Long Distance Conference Service 14. Long Distance Message Restriction 15. Key Connections - Business Volume Discount Plan 16. Maximum Value Plan sm Two-Point Service 17. Maximum Value Plan sm Plus Two-Point Service 18. MTS 19. National 411 Service 20. Non-preemptively Deregulated Customer Premises Equip. 21. Operator Services Two-Point Services 22. Paging Services 23. Part 64 Services	1. Anonymous Call Rejection 2. Appointment Request 3. B&C Security Functions 4. Break Rotary Hunt 5. Bulk Private Line 6. Bulk Special Access 7. Call Block 8. Call Forwarding - (All types) 9. Call Gate Service 10. Call Mover Service 11. Call Trace 12. Call Waiting 13. Caller ID 14. Caller ID Manger with Name (Formerly Call Waiting Deluxe) 15. Caller ID with Name (Formerly Call ID Deluxe) 16. CENTREX Extend Service 17. C.O. Data Sets 18. Connect Request sm 19. Digital Data Service 20. Distinctive Ring (Formerly IDENTA RING) 21. Do Not Disturb Service 22. Easy Number sm Call Routing Svc. 23. FlexGrow 23. High Capacity Digital Hand-Off Service 24. Intercom Extra 25. IXC Operator Verification with Interrupt 26. Line Side Answer Supervision (COCOT/PPTP) 27. Make busy Arrangements	1. Access to Switched Network (DTLs) 2. Answering Bureau Services (Concentrator-Identifier Trunks) 3. Basic Service Charges 4. Call Screening (PTL) 5. CENTREX Exchange Access & Usage 6. Dial Tone Line 800 Service 7. Direct Inward Dialing 8. Directory Assistance 9. Emergency Number "911" Service 10. Exchange Usage 11. Extended Area Calling 12. Four-Wire Service Terminating Arrangements 13. FX/FZ/FCO Services 14. Home Business Service 15. Hunting Arrangements 16. Identified Outward Dialing 17. Intercept (Standard) 18. Internet Protocol Routing Service (IPRS) 19. Intrastate Collocated Interconnection Service 20. ISDN - BRI 21. ISDN - PRI 22. IXC Operator Verification 23. List Service 24. Maintenance Visit (Trouble Isolation) 25. Messaging Services Interface (Includes Stutter Dial Tone) 26. Operator Service - Emergency & Troubles 27. Operator verification

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BUNDLED	COMPETITIVE	DISCRETIONARY	BASIC
	<p>(including Voice Messaging Services)</p> <p>24. Rewarding Connections</p> <p>25. Selective Call Screening</p> <p>26. Sensible Minutesm Plan</p> <p>27. Simple Inside Wiring</p> <p>28. Special Billing Number Services</p> <p>29. Special Reversed Charge Long Distance Service</p> <p>30. Speed Calling</p> <p>31. Tel-Plan</p> <p>32. Toll Station Service</p> <p>33. Uniform Call Distribution</p> <p>34. VAN Single Rate Service</p> <p>35. Verizon Prepaid Calling Service</p> <p>36. Yellow Page advertising</p> <p>37. WATS/Toll Free (800/888)</p> <p>38. Weekend Choicesm Plan</p>	<p>28. Message Waiting Indicator</p> <p>29. Non-List & Non-Pub Numbers</p> <p>30. Operator Call Completion Services</p> <p>31. Operator Verification with Interrupt</p> <p>32. Optional Intercept Arrangements Including CENTREX/DID Intercept (Formerly Number-To-Number and Split Referral Intercept Services)</p> <p>33. Pay-Per-View</p> <p>34. Preferred/Reserved Telephone Numbers</p> <p>35. Priority Call</p> <p>36. Remote Call Forwarding</p> <p>37. Repeat Dialing (Formerly Repeat Call)</p> <p>38. Select Forward</p> <p>39. Switched Redirect Service</p> <p>40. Telecommunications Service Priority</p> <p>41. Three-Way Calling</p> <p>42. Time-Of-Day Service</p> <p>43. Transfer Arrangements</p> <p>44. ULTRA FORWARD</p> <p>45. Virtual Private Network Service (VPN)</p> <p>46. Weather Forecast Service</p> <p>47. White Pages Additional Listings & Bold Type</p> <p>48. Work-At-Home Billing Service</p> <p>49. *69 (Formerly Return Call)</p>	<p>28. Optional Calling Plans</p> <p>29. Pay Telephone Lines</p> <p>30. PBX Night, Sunday, Etc. Arrangements</p> <p>31. Premier Messaging Services Interface</p> <p>32. Public Data Network</p> <p>33. Service Performance Guarantee</p> <p>34. Shared Tenant Service</p> <p>35. "Single" Private Line & Special Access (Excluding Digital Data Service)</p> <p>36. Split Supervisor Drops</p> <p>37. Switched Access</p> <p>38. Switched 56 Kilobit Service</p> <p>39. Touch-Tone</p> <p>40. White Pages Listing</p>

Bold=Detariffed Competitive Service

**Potential Residential Rate Implications Under BSR
Verizon Virginia**

Exchange	BSR Rate	7/1/2004	7/1/2005	7/1/2006	7/1/2007	7/1/2008	7/1/2009	7/1/2010
Alexandria	\$14.82	\$14.82	\$16.30	\$17.93	\$19.73	\$21.70	\$23.87	\$26.25
Big Stone Gap	\$11.91	\$13.10	\$14.41	\$15.85	\$17.44	\$19.18	\$21.10	\$23.21
Blacksburg	\$12.64	\$13.90	\$15.29	\$16.82	\$18.51	\$20.36	\$22.39	\$24.63
Charles City	\$14.33	\$14.82	\$16.30	\$17.93	\$19.73	\$21.70	\$23.87	\$26.25
Chincoteague	\$10.89	\$11.98	\$13.18	\$14.49	\$15.94	\$17.54	\$19.29	\$21.22
Clover	\$11.57	\$12.73	\$14.00	\$15.40	\$16.94	\$18.63	\$20.50	\$22.55
Culpeper	\$13.59	\$14.82	\$16.30	\$17.93	\$19.73	\$21.70	\$23.87	\$26.25
Danville	\$11.91	\$13.10	\$14.41	\$15.85	\$17.44	\$19.18	\$21.10	\$23.21
Fairfax-Vienna	\$14.82	\$14.82	\$16.30	\$17.93	\$19.73	\$21.70	\$23.87	\$26.25
Fredericksburg	\$12.64	\$13.90	\$15.29	\$16.82	\$18.51	\$20.36	\$22.39	\$24.63
Jonesville	\$10.89	\$11.98	\$13.18	\$14.49	\$15.94	\$17.54	\$19.29	\$21.22
Lovingston	\$13.59	\$14.82	\$16.30	\$17.93	\$19.73	\$21.70	\$23.87	\$26.25
Lynchburg	\$12.64	\$13.90	\$15.29	\$16.82	\$18.51	\$20.36	\$22.39	\$24.63
McKenney	\$14.33	\$14.82	\$16.30	\$17.93	\$19.73	\$21.70	\$23.87	\$26.25
Norfolk-Virginia Beach	\$14.33	\$14.82	\$16.30	\$17.93	\$19.73	\$21.70	\$23.87	\$26.25
Pulaski	\$12.64	\$13.90	\$15.29	\$16.82	\$18.51	\$20.36	\$22.39	\$24.63
Richmond	\$13.59	\$14.82	\$16.30	\$17.93	\$19.73	\$21.70	\$23.87	\$26.25
Roanoke	\$13.59	\$14.82	\$16.30	\$17.93	\$19.73	\$21.70	\$23.87	\$26.25
Staunton	\$12.64	\$13.90	\$15.29	\$16.82	\$18.51	\$20.36	\$22.39	\$24.63
Suffolk	\$14.33	\$14.82	\$16.30	\$17.93	\$19.73	\$21.70	\$23.87	\$26.25
Winchester	\$11.91	\$13.10	\$14.41	\$15.85	\$17.44	\$19.18	\$21.10	\$23.21
Wise	\$11.91	\$13.10	\$14.41	\$15.85	\$17.44	\$19.18	\$21.10	\$23.21

■ HIGHEST RATE IN THE STATE

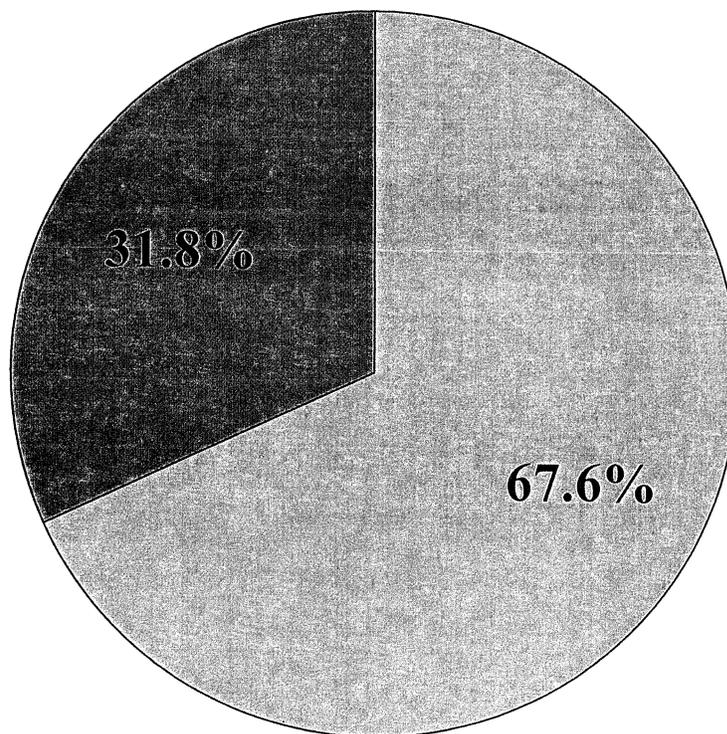
**Potential Business Rate Implications Under BSR
Verizon Virginia**

Exchange	BSR Rate	7/1/2004	7/1/2005	7/1/2006	7/1/2007	7/1/2008	7/1/2009	7/1/2010
Alexandria*	N/A							
Big Stone Gap	\$41.76	\$45.94	\$50.53	\$55.58	\$61.14	\$67.25	\$73.98	\$81.38
Blacksburg	\$45.50	\$50.05	\$55.06	\$60.56	\$66.62	\$73.28	\$80.61	\$88.67
Charles City	\$53.18	\$53.18	\$58.50	\$64.35	\$70.78	\$77.86	\$85.65	\$94.21
Chincoteague	\$34.71	\$38.18	\$42.00	\$46.20	\$50.82	\$55.90	\$61.49	\$67.64
Clover	\$38.43	\$42.27	\$46.50	\$51.15	\$56.27	\$61.89	\$68.08	\$74.89
Culpeper	\$49.33	\$53.18	\$58.50	\$64.35	\$70.78	\$77.86	\$85.65	\$94.21
Danville	\$41.76	\$45.94	\$50.53	\$55.58	\$61.14	\$67.25	\$73.98	\$81.38
Fairfax-Vienna*	N/A							
Fredericksburg	\$45.50	\$50.05	\$55.06	\$60.56	\$66.62	\$73.28	\$80.61	\$88.67
Jonesville	34.71	\$38.18	\$42.00	\$46.20	\$50.82	\$55.90	\$61.49	\$67.64
Lovingston	\$49.33	\$53.18	\$58.50	\$64.35	\$70.78	\$77.86	\$85.65	\$94.21
Lynchburg	\$45.50	\$50.05	\$55.06	\$60.56	\$66.62	\$73.28	\$80.61	\$88.67
McKenney	\$53.18	\$53.18	\$58.50	\$64.35	\$70.78	\$77.86	\$85.65	\$94.21
Norfolk-Virginia Beach	\$53.18	\$53.18	\$58.50	\$64.35	\$70.78	\$77.86	\$85.65	\$94.21
Pulaski	\$45.50	\$50.05	\$55.06	\$60.56	\$66.62	\$73.28	\$80.61	\$88.67
Richmond	\$49.33	\$53.18	\$58.50	\$64.35	\$70.78	\$77.86	\$85.65	\$94.21
Roanoke	\$49.33	\$53.18	\$58.50	\$64.35	\$70.78	\$77.86	\$85.65	\$94.21
Staunton	\$45.50	\$50.05	\$55.06	\$60.56	\$66.62	\$73.28	\$80.61	\$88.67
Suffolk	\$53.18	\$53.18	\$58.50	\$64.35	\$70.78	\$77.86	\$85.65	\$94.21
Winchester	\$41.76	\$45.94	\$50.53	\$55.58	\$61.14	\$67.25	\$73.98	\$81.38
Wise	\$41.76	\$45.94	\$50.53	\$55.58	\$61.14	\$67.25	\$73.98	\$81.38

■ HIGHEST RATE IN THE STATE

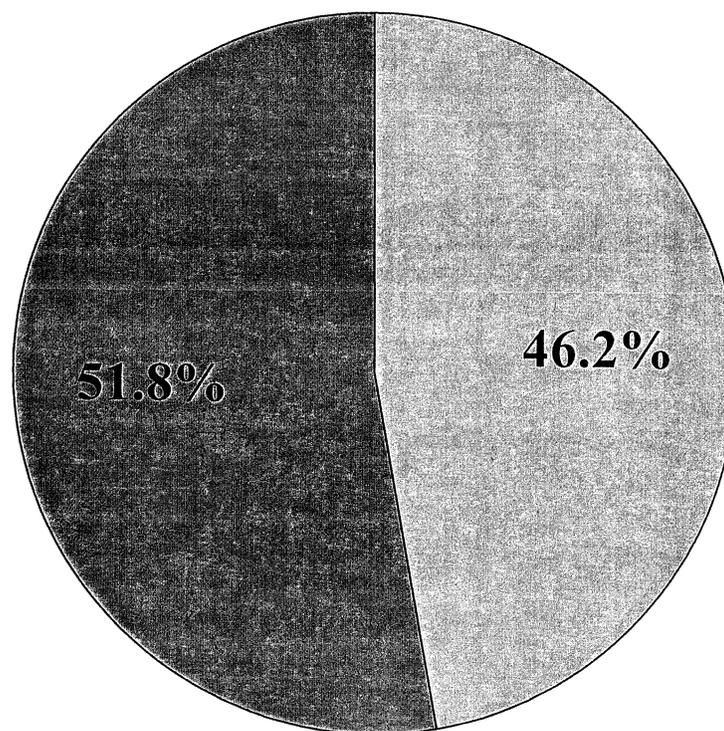
* NOT AVAILABLE

Do you pay for any additional telephone services like an unlisted number, call waiting or caller ID? (Residence)



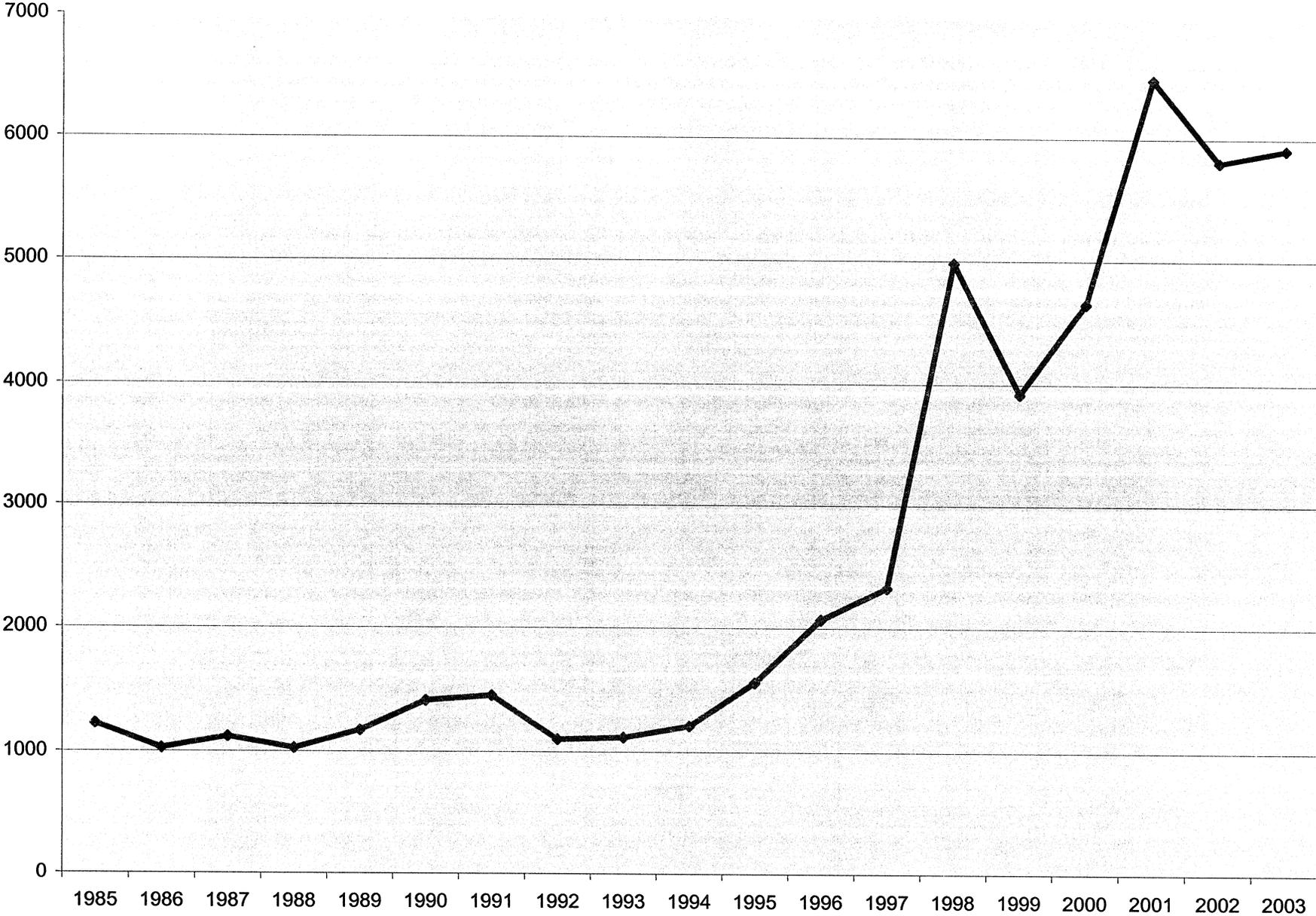
■ Yes ■ No

Do you pay for any additional telephone services like an unlisted number, call waiting or caller ID? (Business)

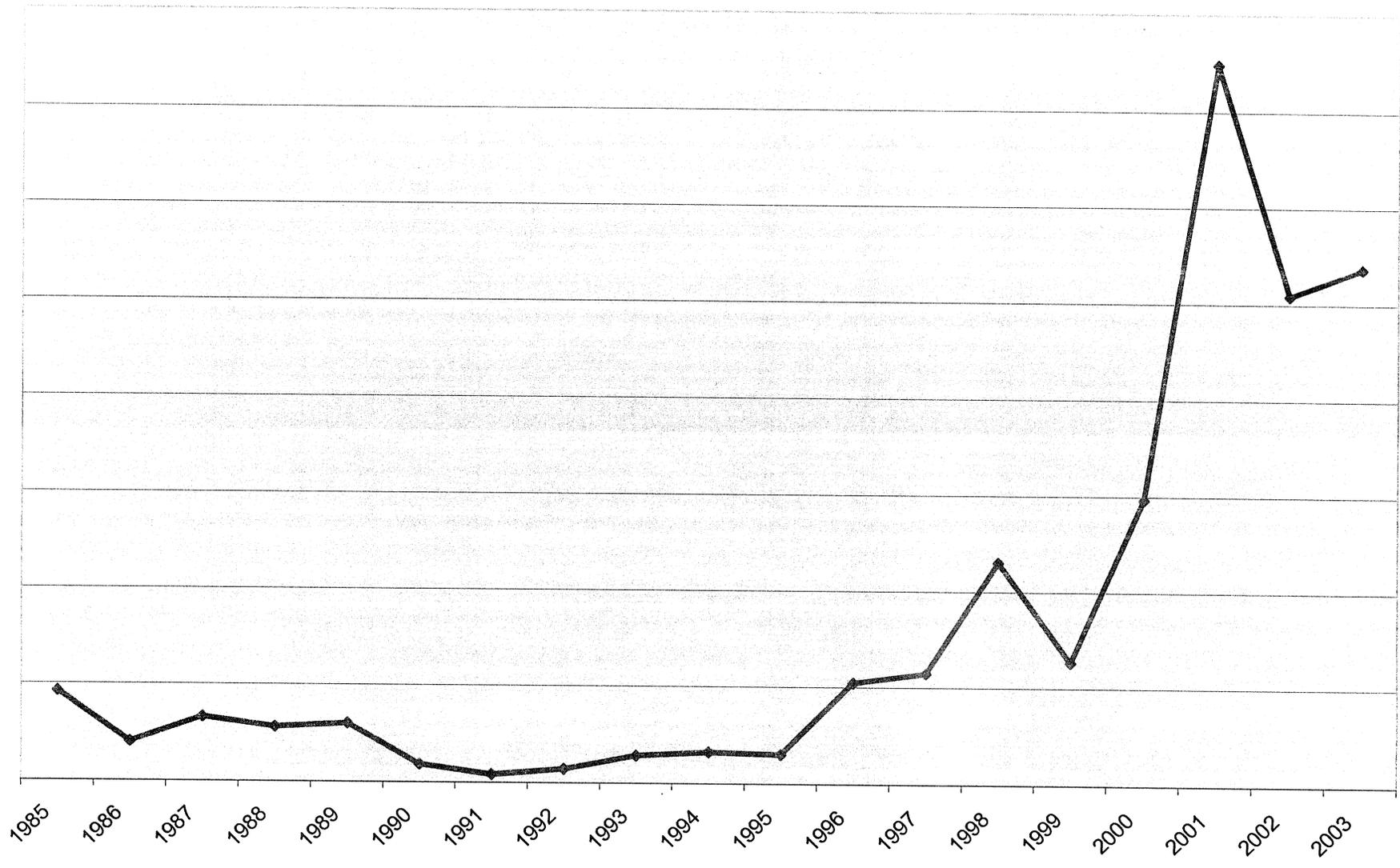


■ Yes ■ No

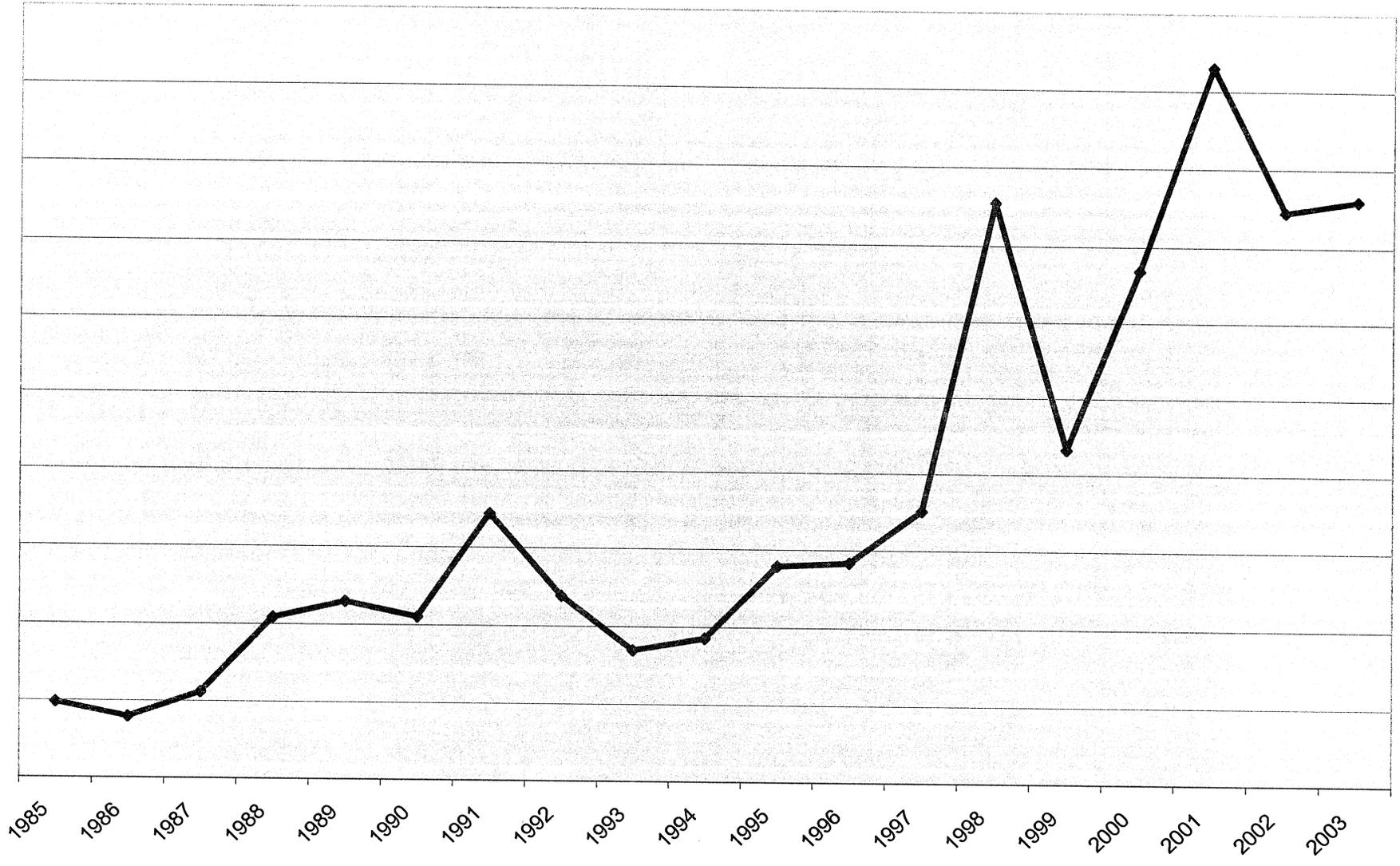
**Total Complaints
1985 to 2003**



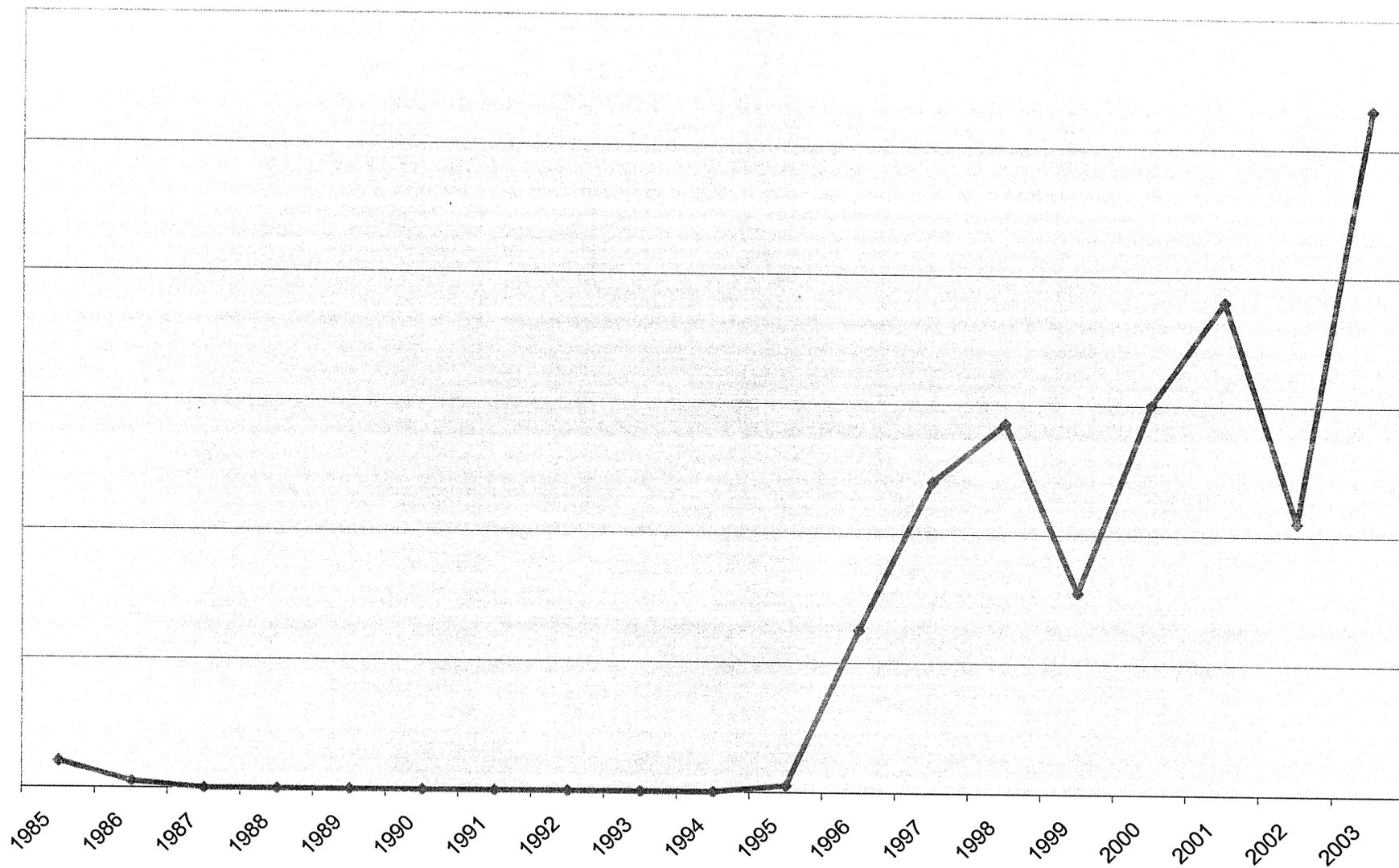
Delayed Order Complaints



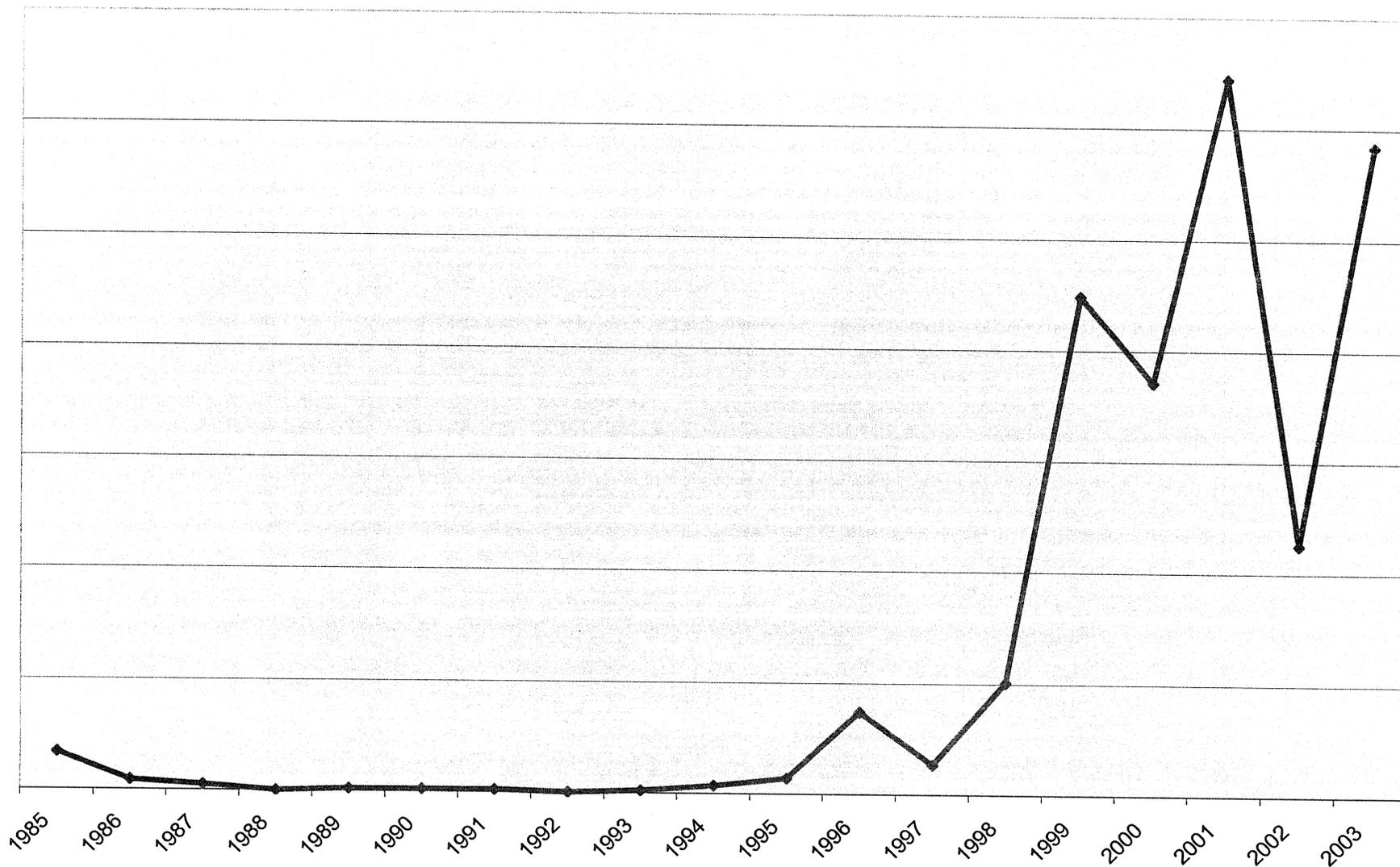
Billing Error Complaints



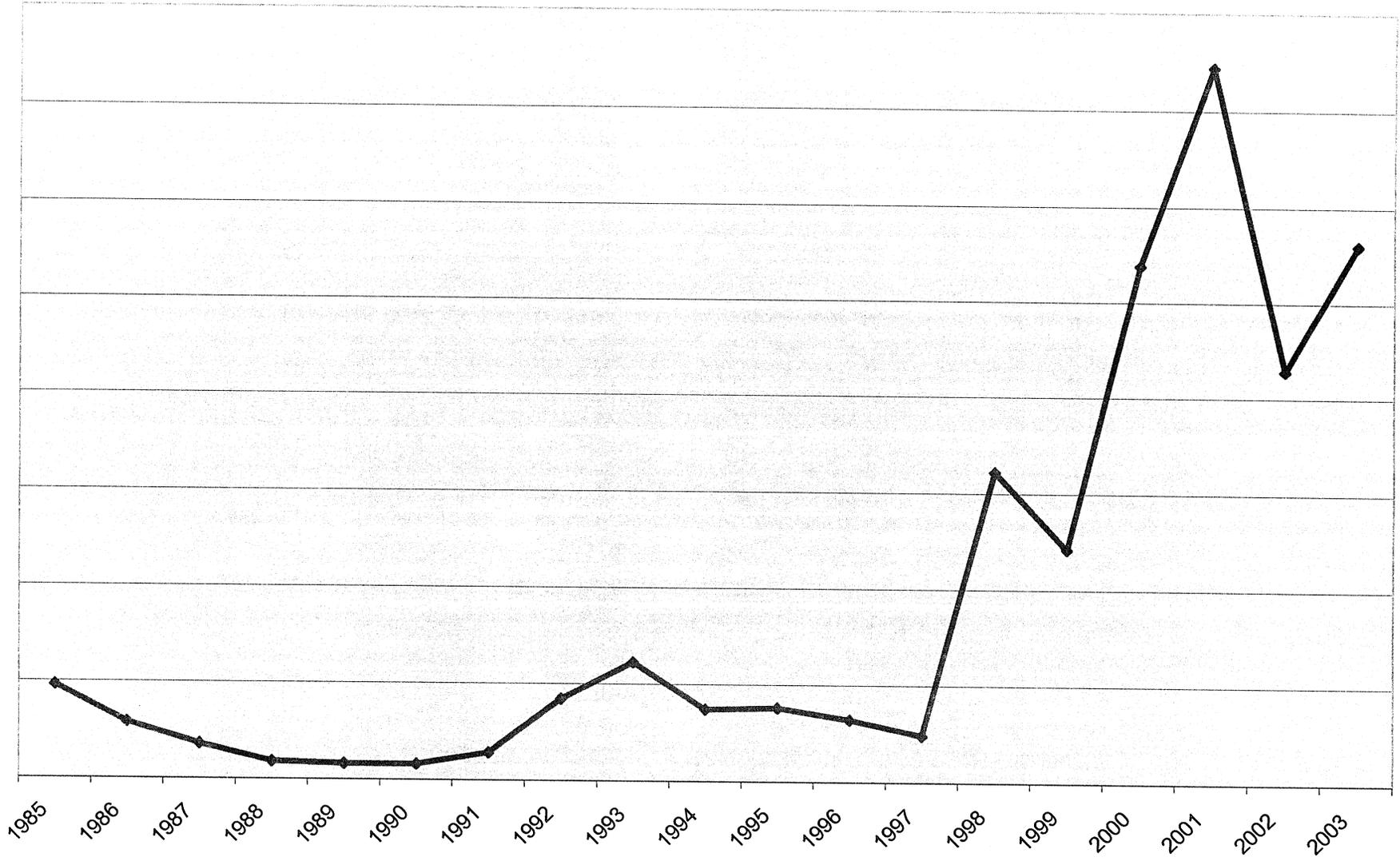
Missed Commitment Complaints



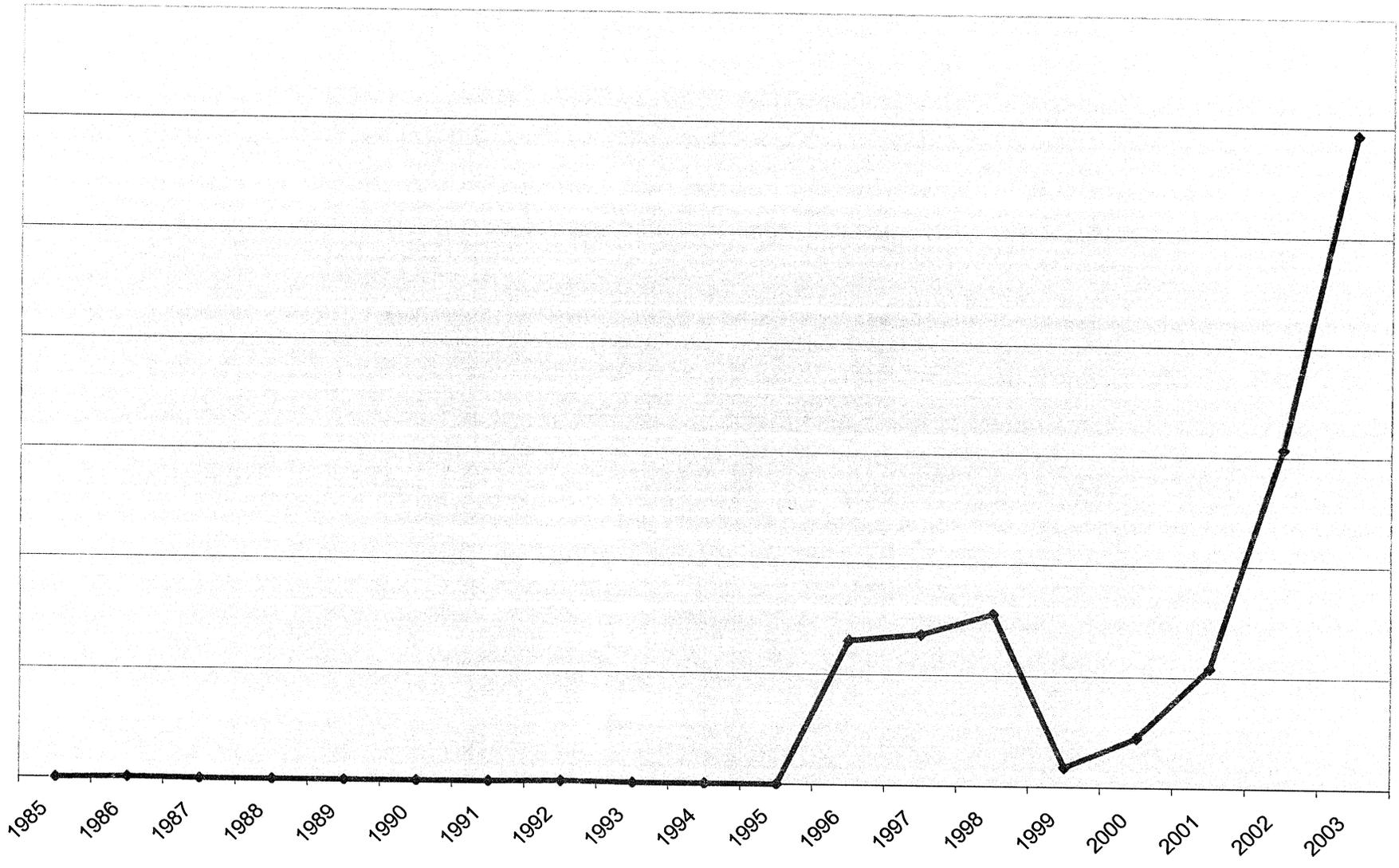
Out of Service Complaints



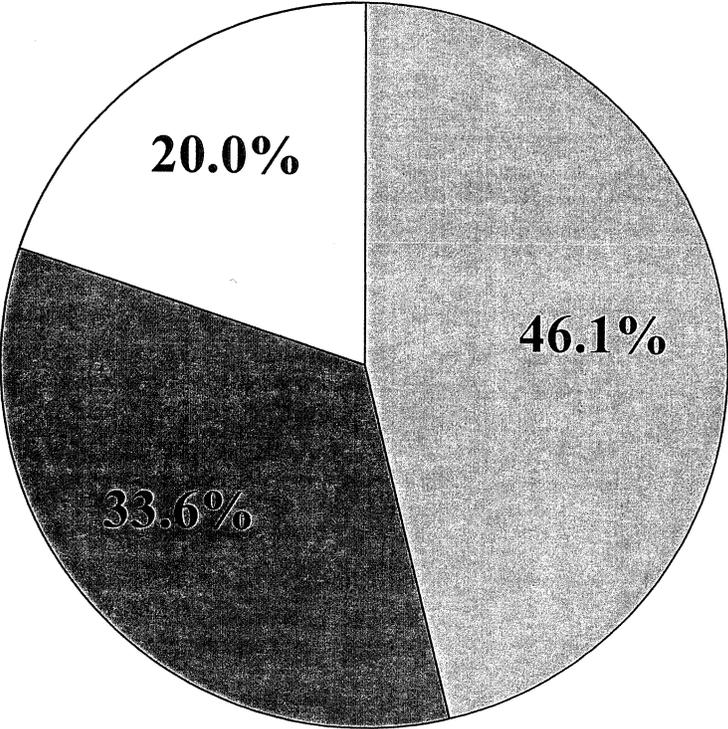
Rate Complaints



Repair Service Complaints

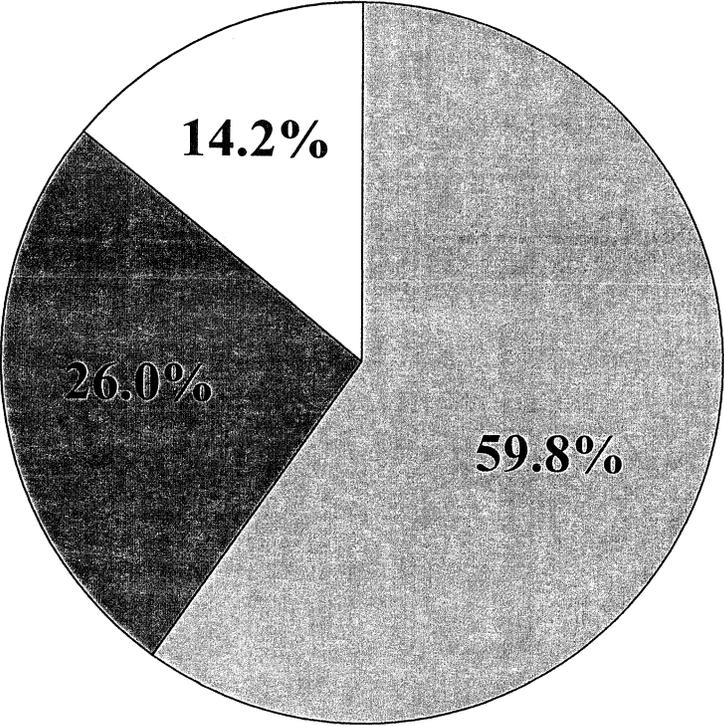


As far as you know, do other companies offer local telephone service in your area? (Residence)



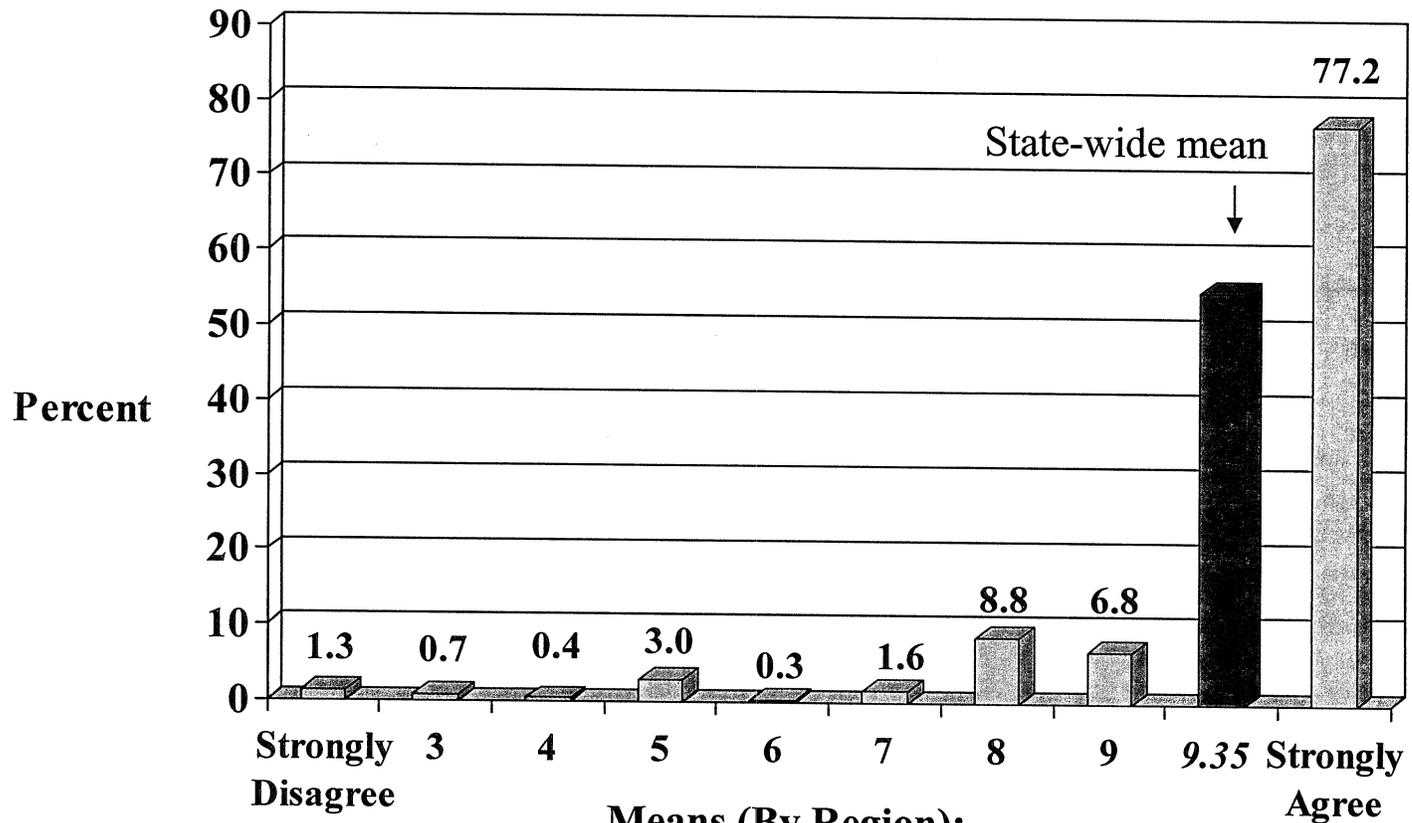
■ Yes ■ No □ Don't Know

As far as you know, do other companies offer local telephone service in your area? (Business)



■ Yes ■ No □ Don't Know

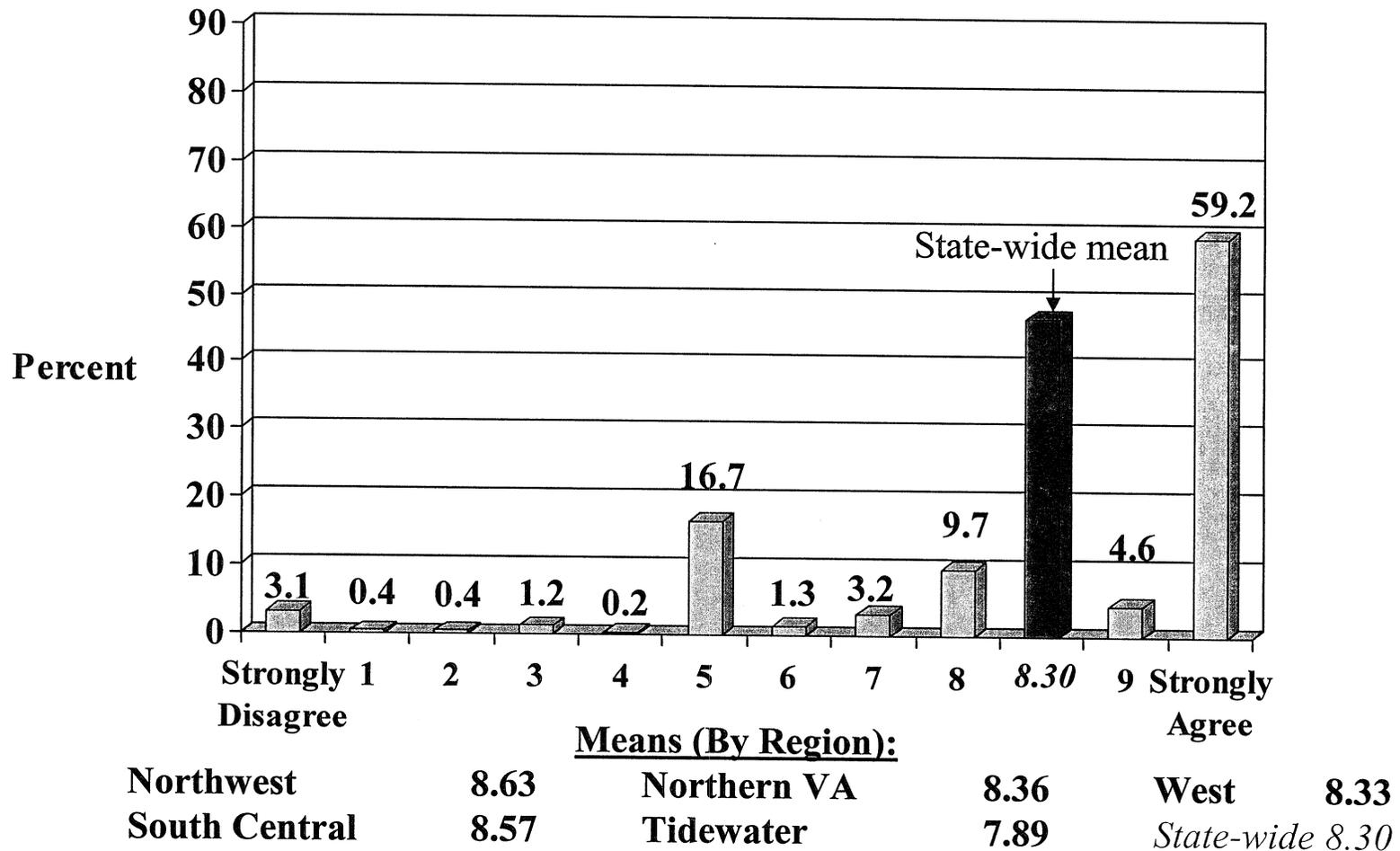
**The SCC should protect Virginians from potential market abuses.
(Residence)**



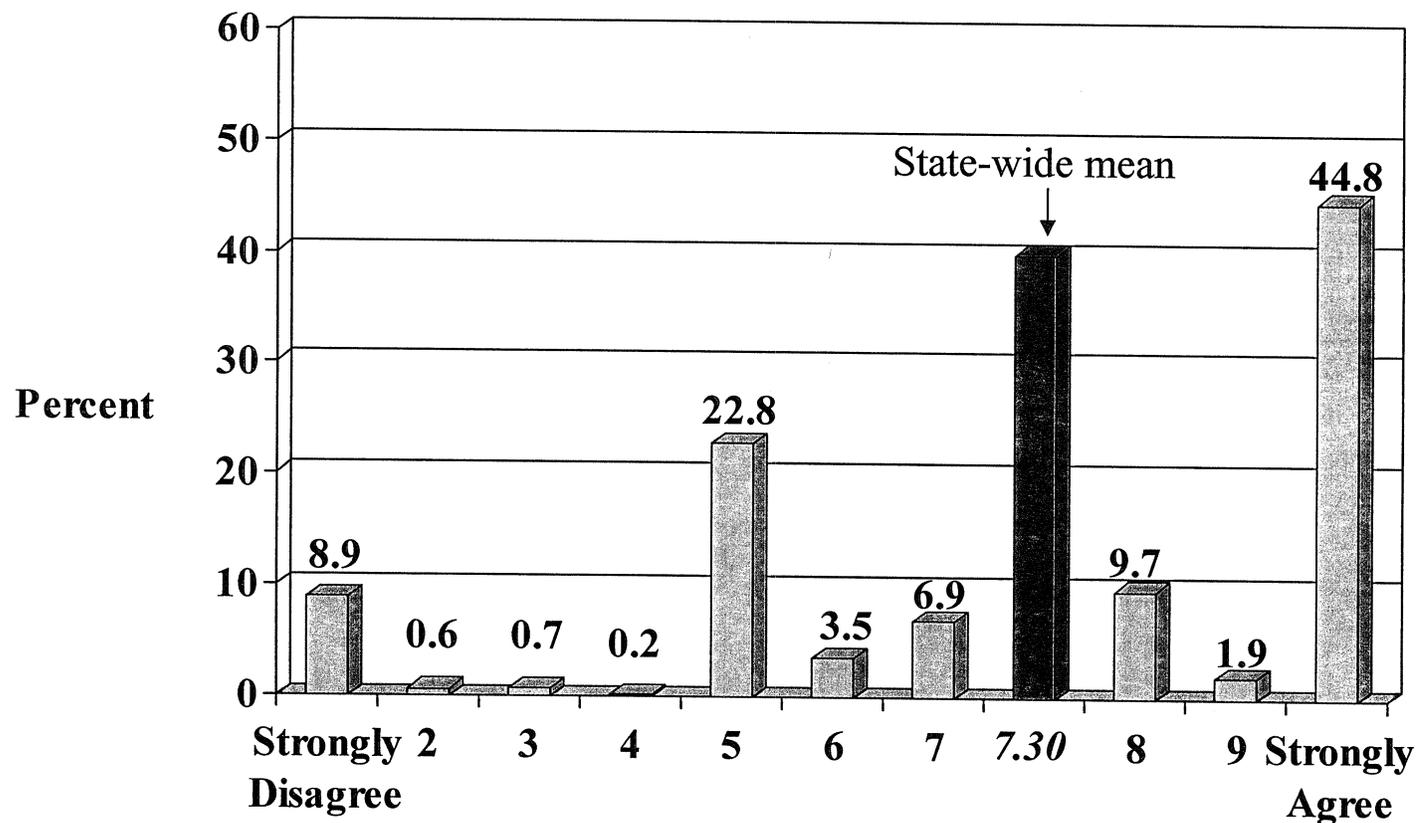
Means (By Region):

Northwest	9.30	Northern VA	9.74	West	9.50
South Central	9.29	Tidewater	8.88	<i>State-wide</i>	<i>9.35</i>

The SCC should help Virginians to understand their local telephone service options. (Residence)



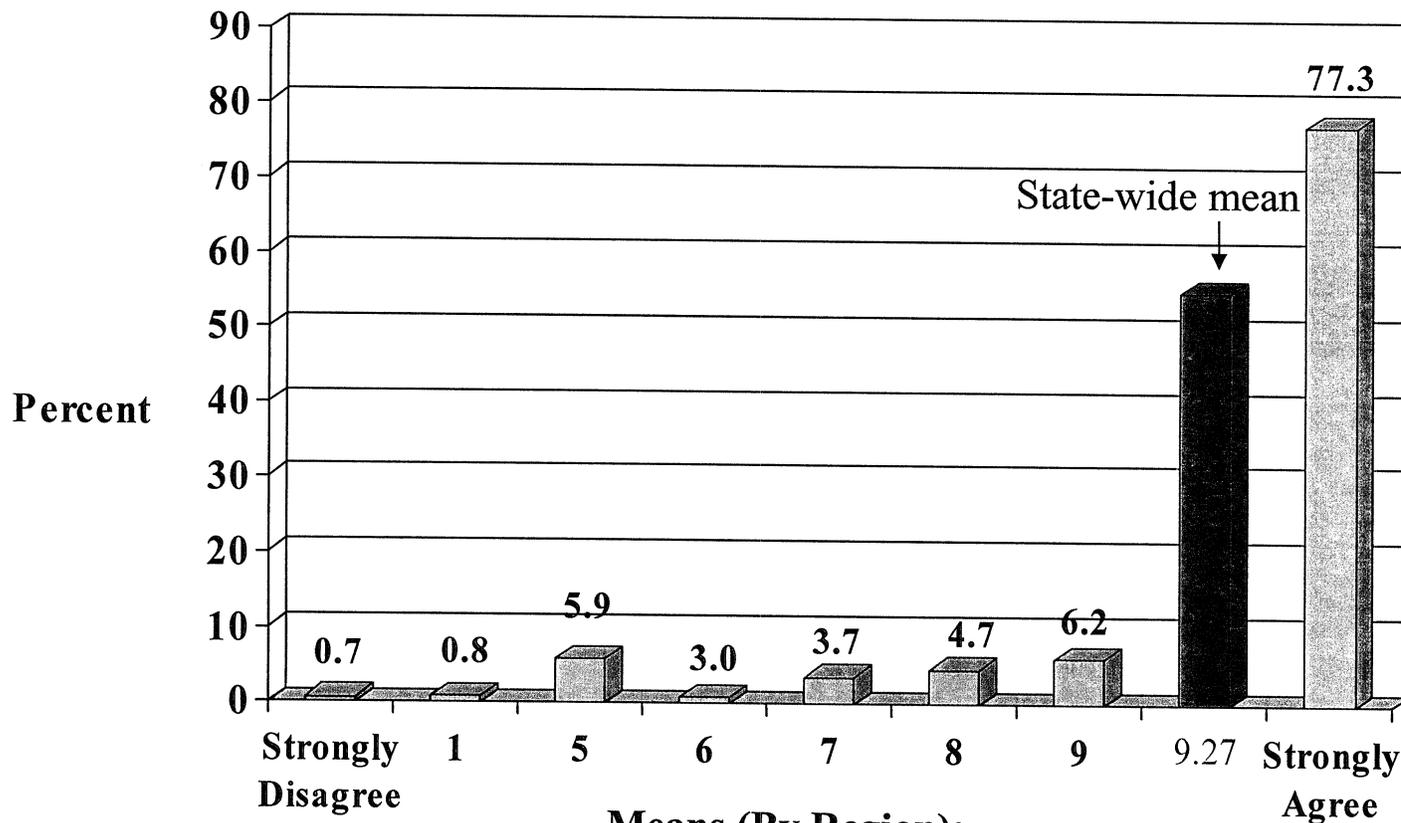
The SCC should promote the development of a competitive local telephone market. (Residence)



Means (By Region):

Northwest	6.62	Northern VA	7.62	West	7.53
South Central	7.60	Tidewater	6.81	State-wide	7.30

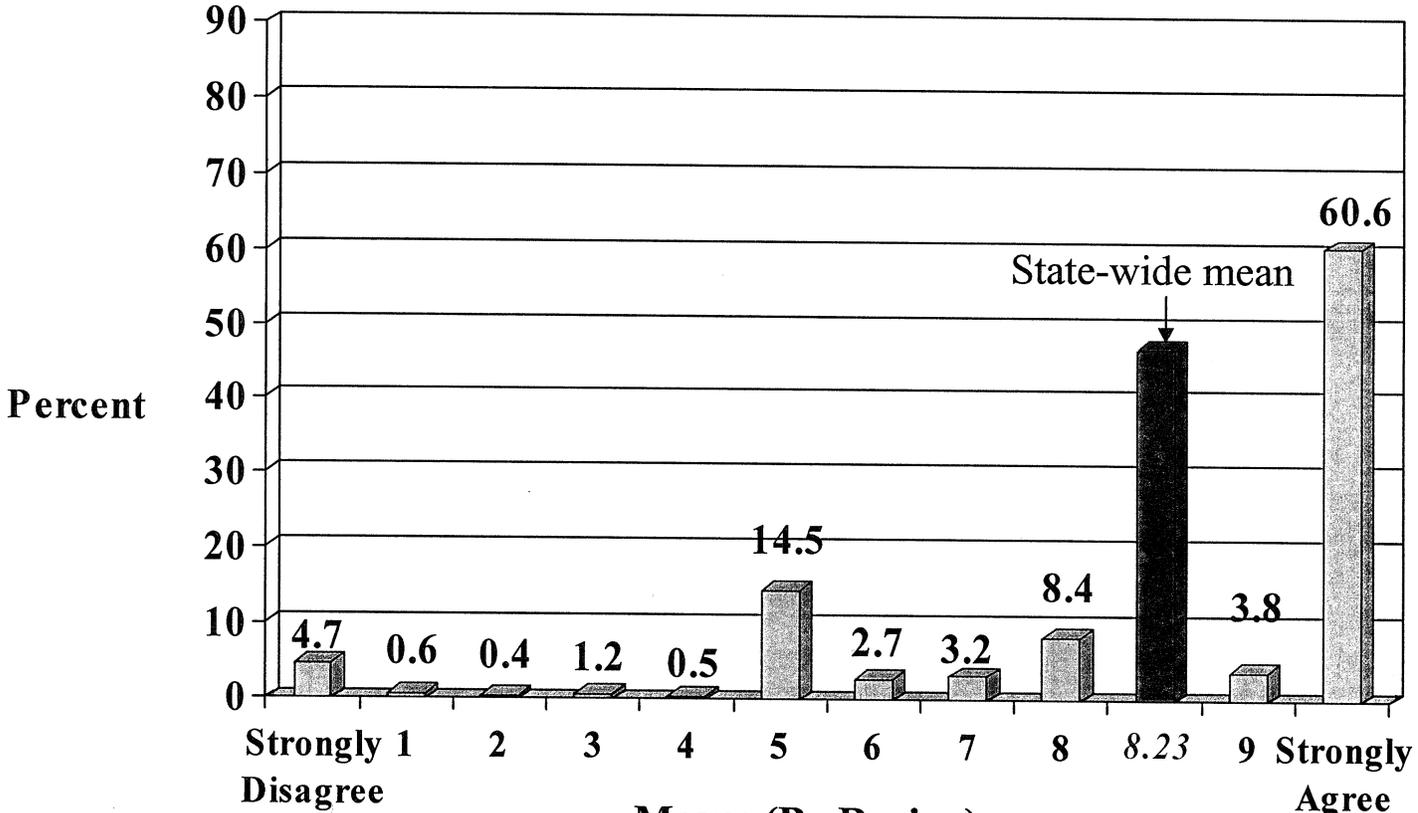
The SCC should protect Virginians from potential market abuses. (Business)



Means (By Region):

Northwest	9.15	Northern VA	9.16	West	9.41
South Central	9.49	Tidewater	9.12	<i>State-wide</i>	<i>9.27</i>

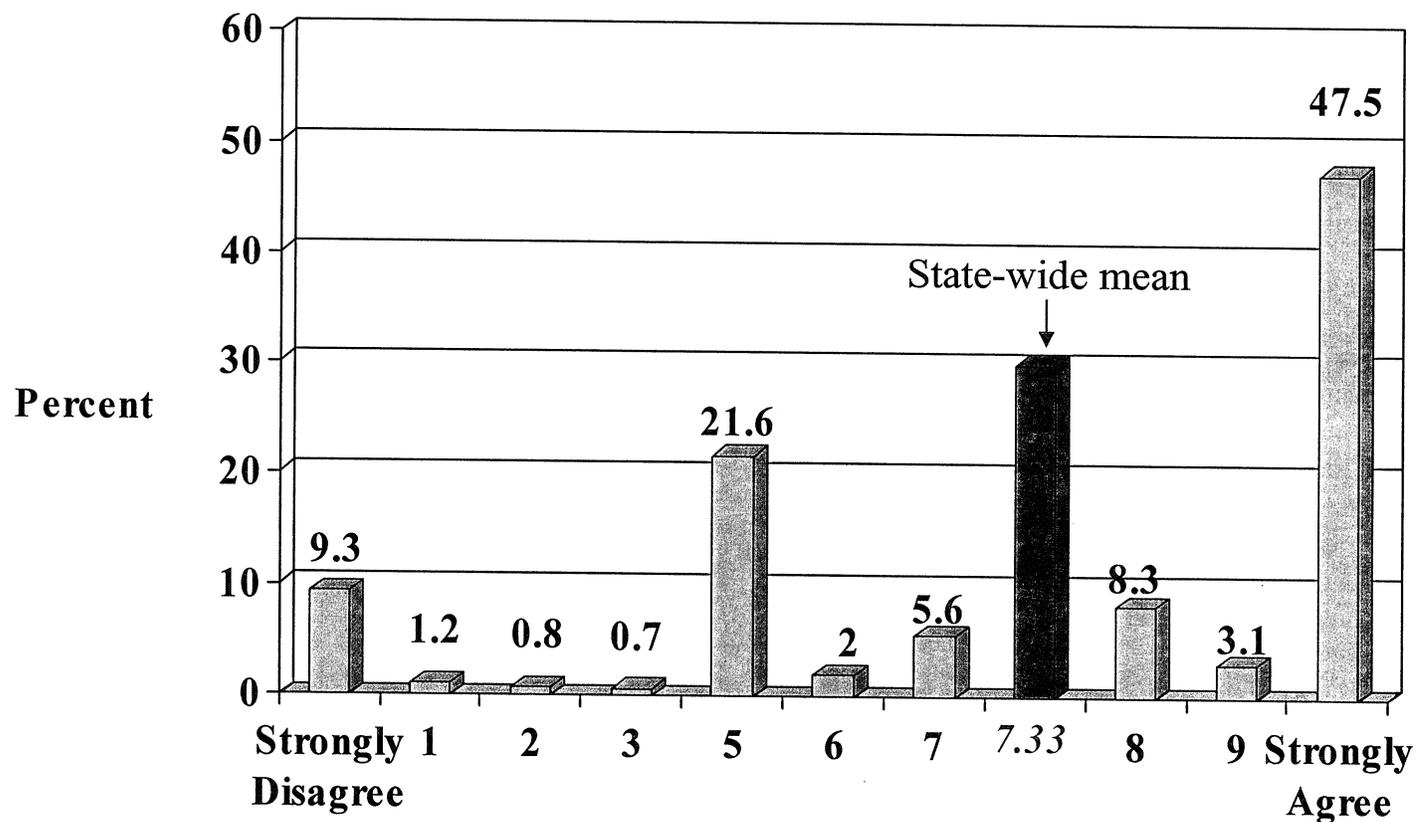
The SCC should help Virginians to understand their local telephone service options. (Business)



Means (By Region):

Northwest	8.40	Northern VA	8.56	West	8.45
South Central	7.63	Tidewater	8.15	<i>State-wide</i>	<i>8.23</i>

The SCC should promote the development of a competitive local telephone market. (Business)



Means (By Region):

Northwest	7.10	Northern VA	8.23	West	7.50
South Central	6.35	Tidewater	7.32	State-wide	7.33