

## VERIZON'S COMMITMENT TO OUR BROADBAND INTERNET ACCESS CUSTOMERS

### Our customers get everything the Open Internet has to offer.

Verizon supports the Open Internet, and is committed to offering services that allow our customers to take full advantage of all of the lawful content and services that the Internet has to offer. Our advanced broadband networks and services also provide strong platforms for innovation – for you, for Verizon and for other providers and users throughout the Internet. If you buy broadband Internet access from Verizon, including wireless Internet service over our 3G or 4G LTE networks or wireline services such as FiOS Internet service or High Speed Internet service, here are a few things you should know:

- **Go where you want, do what you want.** On any of our Internet access services, wireline or wireless, you and other users of our service can access and use the legal content, applications, and services of your choice, regardless of their source. You can also connect your choice of technically compatible devices. You can do these things so long as they are legal and do not harm our networks or the provision of Internet access service, facilitate theft of service, or harm other users of the service. You can attach to the Verizon Wireless network any device marketed by Verizon Wireless, or certified through the Verizon Wireless Open Development program, regardless of your source for the device.
- **Enjoy more choices.** We will continue to offer you high quality and reliable Open Internet access services over both our wireline and wireless networks, even as we continue to innovate and create new services to meet your needs. When we provide new online services, we will continue to disclose to you the characteristics, capabilities and terms of our various service offerings. That way you can decide whether, which and how many of our services you wish to use or purchase.
- **Information for you.** We will continue to provide you with accurate and relevant information in plain language about the characteristics and capabilities of our Internet access services so you can make informed choices. If these services have usage-based charges, we will provide you tools to keep track of your usage to avoid surprises and to help you select the services and plans that make the most sense for you.
- **Protecting your experience.** In the case of all of our Internet access services, we will take reasonable steps to protect you and our networks, and to provide you with the high quality services that you expect from us. For example, we take steps to protect our networks and users from harm, such as denial of service attacks and spam. We will continue to manage our networks with the aim of improving your experience, and we will be open with you and the public concerning our practices.

## What is Verizon doing to support the Open Internet?

You and other consumers can best enjoy all the Open Internet has to offer on robust broadband networks that support any content or services that anyone else on the Internet may dream up. Verizon continues to invest in the most advanced wireline and wireless broadband networks in the world. In recent years, Verizon has invested tens of billions of dollars in developing its communications networks, including the FiOS fiber-optic broadband network and Verizon Wireless' fourth-generation (4G) Long-Term Evolution (LTE) mobile broadband network. You can select from a variety of service plans to meet your individual needs and budget. Verizon's networks and services are designed to meet your Internet demands now and in the future.

Moreover, Verizon will continue to encourage innovation throughout the broadband ecosystem. For example, in an effort to increase the number and variety of choices available to you and other consumers, Verizon invited developers to pursue products that will operate on the 4G LTE wireless broadband network even as Verizon started developing its own products. To invigorate this ecosystem, Verizon established its LTE Innovation Center – an “incubator” to assist third-party device and application developers to create innovative new products and services for 4G networks. Verizon also launched its Application Innovation Center in San Francisco, California, which developers of all sizes are free to use to develop applications for wireless consumers with assistance of experts from Verizon.

You can also enjoy third-party devices and applications certified for use on Verizon's wireless networks through the straightforward Open Development process. Starting in April 2009, Verizon made available its 4G LTE network access standards for device developers, publishing and maintaining these standards on its [Open Development](#) website. To ensure consistency in performance and protection of all users of the network, Verizon established a transparent certification procedure for devices, published at the Open Development website. Developers can have their devices certified for use on the LTE network, usually in about four weeks. Guidelines for LTE application developers can also be found on the Open Development website.

All of these steps provide concrete proof of Verizon's commitment to the Open Internet and to increasing the choices available to you.