

BUSINESS DIRECT BILL CREDIT

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A. BUSINESS DIRECT BILL CREDIT

The Business Direct Bill Credit provides a one-time or monthly discount to business customers who:

- cite a competitive offer or are contemplating disconnecting their Verizon service but agree to retain their Verizon local exchange service;
- Or existing customers identified by Verizon as likely to disconnect their services without direct contact;
- or have an existing retention offer from Verizon that is expiring or has expired.

The Business Direct Bill Credit is available to customers who:

- call Verizon to disconnect at least one business exchange line, Centrex Plus with Assume Dial 9 (also known as Custopak) or Centrex Plus (dial 9) lines and cite a competitive offer or;
- are contemplating disconnecting their Verizon service but agree to retain their Verizon local exchange;
- or have an existing retention offer from Verizon that is expiring or has expired; and
- agree to maintain a certain amount of total monthly billed revenue on an account basis.

The Business Direct Bill Credit average monthly billed revenue thresholds and associated one time and monthly credits are as follows:

<u>Average Monthly Billed Revenue</u>	<u>Maximum One-Time Credit</u>	<u>Maximum Monthly Credit</u>
\$40.00	\$50.00	\$5.00
\$100.00	\$75.00	\$15.00
\$200.00	\$100.00	\$25.00
\$300.00	\$125.00	\$35.00
\$400.00	\$125.00	\$50.00
\$800.00	\$125.00	\$80.00

- The Business Direct Billed Credit, will apply per account from the date it is implemented on the customer's account and will continue for a maximum of 12 months.
- Qualifying business customers whose discount provided by a previous save offer that expires during the promotional period may qualify for an additional credit up to 12-months provided the customer retains their service in accordance with the requirements of the tariff.
- Customers will not automatically be enrolled in this offering. The Business Direct Bill Credit will be provided to qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by Verizon.
- Customers are limited to one (1) retention discount only per account within the past six months and cannot combine discounts. Customers may not receive both a Business Direct Bill Credit monthly credit and a one-time credit per account.
- Eligible customers do not include customers who are disconnecting their service through the Verizon website or customers disconnecting service as a result of a move outside of or within the Verizon serving territory, disconnecting as a result of death of the customer, or disconnecting seasonal service.

RESERVED FOR FUTURE USE

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