DETARIFFED SERVICE AGREEMENT

4.1 GENERAL

All Enterprise Customers, as defined below, that purchase services from this Product Guide after the effective date of this section shall, at the request of Verizon New York Inc. ("Verizon"), execute a Detariffed Services Agreement ("DSA"), substantially in the form attached as Exhibit A to this section. All such purchases by a customer after the Service Agreement Effective Date of that customer's DSA shall be governed by the terms of the DSA and by all other applicable provisions of this Product Guide, as such Product Guide provisions may be modified from time to time. If an Enterprise Customer as defined below purchases services that are subject to this Product Guide and inadvertently fails to execute a DSA, any such services shall nevertheless be subject to the terms and conditions set forth in this Product Guide and the DSA.

Except as set forth herein, in the case of conflict between the provisions of the DSA and other applicable provisions of the Product Guide, the terms of the DSA shall prevail. The fact that a provision appears in the DSA but not in the other provisions of the Product Guide, or in the other provisions of the Product Guide but not in the DSA, shall not be interpreted as, or deemed grounds for finding, a conflict for the purposes of this section. The rates and charges described in the Order (as defined in the DSA) are summarized therein for illustrative purposes only. If any inconsistency exists between the rates and charges described in such Order and the rates and charges included in the Product Guide, the rates and charges included in the Product Guide shall apply.

For purposes of this section, an Enterprise Customer is a business customer that meets any one or more of the following criteria: (a) employs one hundred (100) employees or more; (b) has multiple location sites; or (c) purchases ISDN PRI, Digital T-1 or higher speed services, Verizon core data services, or any services provided by MCI Communications Services, Inc. d/b/a Verizon Business Services. In order to satisfy criterion (c), a customer need not purchase the listed services from Verizon, but rather may purchase such services separately from any affiliate of Verizon, under the terms and conditions of the tariffs or product guides of such affiliate, or of agreements between the affiliate and the Enterprise Customer.

This section shall not preclude Verizon from entering into contracts with customers other than Enterprise customers, or from entering into contracts with Enterprise customers differing from or supplementing the DSA, to the extent permitted by law.

An Enterprise customer purchasing services both from this Product Guide and from Product Guides of Verizon's affiliates may, at the option of Verizon, enter into a single DSA that covers all such purchases. Each product or service purchased by a customer pursuant to such multi-affiliate DSA will be governed by the provisions of the DSA and by the applicable provisions of the Product Guide of the Verizon company offering the service in question, and any conflicts between the DSA and the relevant Product Guide shall be resolved in the manner described above.

DETARIFFED SERVICE AGREEMENT

4.2 Verizon may assign or transfer part or all of a Service Agreement or Order issued pursuant to this Section 4 to any affiliate or successor to substantially all of its assets in the locations where Service is provided hereunder. Upon reasonable prior written notice to Verizon, Customer may assign or transfer a Service Agreement or Order issued pursuant to this Section 4 to any company that is the successor to all or substantially all of its assets, provided all charges for Service provided prior to such transfer or assignment are paid in full when due and Customer's affiliate or successor meets Verizon's creditworthiness standards. Except as otherwise required by applicable law or regulation, all other attempted assignments shall be void without the prior written consent of the other party. (N)

Exhibit A
Rev 1
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Routing Code 5V

DETARIFFED SERVICE AGREEMENT

Customer's Legal Name ("Customer") **Customer's Corporate Address:** **[Enter Customer's corp street address here]** **[Enter Customer's State and Zip here]**
By:
Name:
Title:
Date:

1. **Services.** This Detariffed Service Agreement (the "Service Agreement") is entered into by and between Customer and one or more of the following Verizon Telephone Operating Companies as specifically identified in the Customer's Order(s) (as defined below): Verizon Delaware LLC, Verizon Maryland LLC, Verizon New England Inc., Verizon New Jersey Inc., Verizon New York Inc., Verizon North LLC, Verizon Pennsylvania LLC, Verizon South Inc., Verizon Virginia LLC, and Verizon South Inc. d/b/a Verizon North Carolina (Virginia) (individually and collectively "Verizon"). Customer may submit Orders (as defined below) for any of the products or services that are included in any Verizon Product Guide and for which the Customer is eligible under the terms of that Product Guide. For purposes of this Service Agreement, a "Product Guide" is a document that Verizon is permitted to use in a particular state, in lieu of a Tariff, to set forth the terms and conditions of its service and product offerings. The terms and conditions of the Product Guide of the Verizon entity identified in the Order shall apply to the product and services agreed to by Customer in the Order. This Service Agreement shall become effective upon the date of execution by Customer (the "Service Agreement Effective Date"). Any purported changes made unilaterally by Customer to the text of this Service Agreement or to the terms and conditions set forth in the Product Guide, in its Order or otherwise, shall not be binding on Verizon. Where Services were previously ordered by Customer from Verizon under the provisions of its Intrastate Tariffs (the "Tariff"), and those services were subsequently detariffed and included in the Product Guide, and the Customer continued to use or purchase such Services after such detariffing, the Services are subject to the terms and conditions set forth in the Product Guide and this Service Agreement. Any services provided by Verizon that are still provided pursuant to Tariff are excluded from this Service Agreement and shall remain subject to the applicable Tariff. Such services are further described in the applicable Tariffs. The terms and conditions of the Tariff and Product Guide are also located at http://www.verizon.com/tariffs/productguide. Subject to applicable law, under no circumstances may Customer resell the Services being provided under this

Service Agreement.

2. **Verizon Product Guide.** Customer is deemed to have accepted the terms of the Product Guide when Customer submits an Order for Services, or uses or pays for the Services. Verizon may revise the terms and conditions of its Product Guide at any time, and the revised terms will become applicable from the effective date of the revisions forward, both to currently purchased services and to subsequently purchased services. Such changes may include changes increasing prices, discontinuing the offering of some or all of the Services, or otherwise restricting or limiting their availability.

3. **Customer Consent to Use of CPNI (Not Applicable to Arizona Customers)**. The Verizon Companies ("Verizon"), which includes Verizon Business Network Services Inc. and all of its corporate affiliates, desire to give you the best digital and connected experience and the most reliable products and Services. Verizon protects all your Customer information, but may need to share your Customer information with our affiliates, and with our partners, vendors, and agents, in order to offer and provide products and Services to you, our Customer. The Federal Communications Commission, and various states, requires Verizon, and indeed all telecommunications providers, to protect Customer Proprietary Network Information (CPNI). CPNI is information that identifies the quantity, technical configuration, type, destination, location, and amount of use of a Customer's telecommunications and interconnected VoIP services purchased from a provider, and related local and toll billing information. Verizon respects our Customers' rights to the protections afforded by these laws.

   By signing below, Customer grants Verizon permission to use, give access to, and share, Customer's CPNI between and among the Verizon Companies, and with their agents, contractors, and partners, solely so Verizon and its affiliates can offer Customer our current and future products and Services; and to disclose any of Customer's current and future affiliates' CPNI to Customer upon Customer's request. Additionally, the signature below represents that the individual signing this consent has the authority to grant this permission to the Verizon Companies. You, our Customer, may withdraw or limit your consent at any time via email at cpni-notices@verizon.com. Please note that your consent will remain valid until Verizon receives a notice withdrawing consent. Withdrawal or limitation of consent will not affect existing service delivery.

4. **Protection of Customer CPNI and Provision of Customer CPNI to Authorized Customer Representatives.**
   (a) Verizon will protect the confidentiality of Customer CPNI in accordance with applicable laws, rules and regulations. Verizon may access, use, and disclose Customer CPNI as permitted or required by applicable laws, rules, and regulations or this Agreement.
   (b) Provided that Customer is served by at least one dedicated Verizon representative under the Service Agreements (that can be reached by Customer by means other than calling through a call center) and as permitted or required by applicable law, Verizon may provide Customer CPNI (including, without restriction, call detail) to representatives authorized by Customer ("Authorized Customer Representatives" as defined below) in accordance with the following.

(c) Verizon may provide Customer CPNI to Authorized Customer Representatives via any means authorized by Verizon that is not prohibited by applicable laws, rules, or regulations, including, without restriction: to the Customer's email address(es) of record (if any) or other email addresses furnished by Authorized Customer Representatives, to the Customer's telephone number(s) of record or other telephone numbers provided by Authorized Customer Representatives, to the Customer's postal (US Mail) address(es) of record or to other postal addresses furnished by Authorized Customer Representatives, or via Verizon's on-line customer portal or other on-line communication mechanism.

(d) Authorized Customer Representatives include Customer employees, Customer agents, or Customer contractors, other than Verizon, who have existing relationships on behalf of Customer with Verizon customer service, account, or other Verizon representatives and all other persons authorized in written notice(s) (including email) from Customer to Verizon. Authorized Customer Representatives shall remain such until Customer notifies Verizon in writing that they are no longer Authorized Customer Representatives as described below. Customer agrees, and will cause Authorized Customer Representatives, to abide by reasonable authentication and password procedures developed by Verizon in connection with disclosure of Customer CPNI to Authorized Customer Representatives.

(e) Customer's notices of authorization or deauthorization must be sent to your service or account manager, and must contain the following information:

-- the name, title, postal address, email address, and telephone number of the person authorized or deauthorized

-- that the person is being authorized, or is no longer authorized, (as applicable) to access CPNI

-- the full corporate name of the Customer whose CPNI (and whose affiliates' CPNI) the person can access (or can no longer access, if applicable)

(f) During the Service Agreements, Customer will at all times have designated, below, in an attachment containing the same data elements listed below, or in a separate writing sent to the service manager or account manager, up to three representatives ("CPNI Authorizers") with the power to authorize Customer representatives to access CPNI under this Agreement. Additions or removals of CPNI Authorizers will be effective within a reasonable period after Verizon has received a signed writing of the change, including the affected person(s)' name, title, postal address, email address and telephone number.

Name	Title	Tel. No.	Email	Postal Address

5. Ordering Process. Customer may order the Services pursuant to the applicable Verizon standard ordering processes (each an "Order") which may include executing and submitting an applicable Request for Service (the "RFS"). Customer's submission of an Order shall constitute its binding commitment to purchase the Services described in the Order, at the Customer location(s) ("Customer Location(s)") and for the service period ("Service Period") described therein. After Customer's

submission of an Order, the Services will commence on the date when such Service has been installed and made available for Customer's use. Verizon reserves the right to reject any Order submitted hereunder for any reason, including without limitation due to Verizon's obligations under applicable laws, regulations, directives, governmental authority or orders, third party contracts or Customer's failure to meet Verizon's credit approval requirements. Verizon may also reject an Order if it purports to include terms, restrictions, qualifications, or limitations that are inconsistent with the terms and conditions set forth in this Service Agreement or in the Product Guide for the Services ordered. In addition, Verizon may reject an Order (a) in the case of the inability or impracticality of providing the applicable Service in a particular geographic area in which Verizon does not have sufficient presence, capacity, corporate infrastructure or network technical infrastructure to effectively support the requested Service or (b) if Verizon no longer commercially offers the Service.

6. **Customer Responsibilities.** Customer agrees to provide Verizon with any access and support necessary for the implementation, maintenance and provision of the Services ordered hereunder. Customer is responsible for taking all steps necessary to interconnect the Services at Customer's location(s) including ensuring proper interconnection with the facilities and equipment provided by Verizon or by other affiliated or unaffiliated providers, paying all costs associated with such interconnection, securing any necessary licenses, right of ways and permits and providing proper space, electrical power, heating, ventilation and cooling. Verizon shall not be liable for any damages or losses caused by the failure of equipment, inside wiring or other facilities provided by Customer or a third party (including Verizon affiliates), and Customer shall be liable if such facilities cause damage to Verizon, its network, customers, equipment and/or Verizon's providers. Customer is solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of the Service(s) and Verizon shall have no liability therefore.

7. **Rates and Payment.**

7.1 Customer will pay the rates and charges as described in, and as in effect from time to time, in the rate plan for the applicable Services that is set forth in the Product Guide (and, if there is more than one such available rate plan, the one that is selected by the Customer), which rates and charges shall be subject to change, and shall also pay all applicable taxes, fees, and other applicable charges, including but not limited to Federal End User Common Line Charges, charged pursuant to applicable law or regulations in connection with the Services. Taxes, fees and/or surcharges are subject to change without notice to Customer, except as may be required by law. Charges for ancillary services, including but not limited to, charges for installation, change orders, directory assistance and operator services used by Customer, will be imposed at Verizon's then current prices and such charges are also subject to change without notice to Customer except as may be required by law. Except as otherwise provided in the Product Guide, if Customer cancels or terminates any Services Ordered prior to the expiration of the Service Period or term commitment plan applicable to such Services, Customer will promptly pay to Verizon the applicable termination charges as set forth in the Product Guide.

7.2 Verizon shall invoice Customer monthly and payment will be due on the due date identified on the invoice. Undisputed charges paid after the due date may be subject to late payment charges as set out in the Product Guide until Customer's account is current.

8. Unauthorized Use. Verizon shall not be liable for any damages, including charges for Services that Customer may incur as a result of the unauthorized use or misuse of the Services by Customer, Customer's employees, third parties or other members of the public. Customer shall remain responsible for such charges.

9. Indemnification. Customer agrees to defend, indemnify and hold Verizon, its employees, affiliates and agents, harmless from any and all losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever, arising from any use of the Services by Customer; or by a person or entity permitted by Customer to use the Services, including without limitation liability resulting from: (a) the content of communication (such as defamation or fraud or infringement of copyright), (b) alleged invasion of privacy; (c) any modification or combination of the Services with other products or services not provided by Verizon; or (d) any infringement of patent rights or other intellectual property rights

10. Warranty Disclaimer. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THE PRODUCT GUIDE, VERIZON DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF VERIZON KNEW OR SHOULD HAVE KNOW SUCH PURPOSE) AND NON-INFRINGEMENT. CUSTOMER AGREES THAT THE SERVICES PROVIDED HEREUNDER ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. VERIZON DOES NOT WARRANT THAT THE SERVICES WILL MEET CUSTOMER'S NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.

11. Limitation of Liability.

11.1 EXCEPT FOR CUSTOMER'S LIABILITY FOR DAMAGES RESULTING FROM UNAUTHORIZED OR ILLEGAL USE OF THE SERVICE BY CUSTOMER, ITS EMPLOYEES, AGENTS, SUBCONTRACTORS OR OTHER THIRD PARTIES, NEITHER PARTY (NOR ITS SUPPLIERS OR AFFILIATES) SHALL BE LIABLE TO THE OTHER PARTY FOR PUNITIVE, SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES INCLUDING WITHOUT LIMITATION, PERSONAL INJURY, LOSS OF BUSINESS PROFITS, OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING IN CONNECTION WITH THE SERVICES, EVEN IF THE PARTY KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.

11.2 EITHER PARTY'S MAXIMUM TOTAL LIABILITY TO THE OTHER PARTY IN CONNECTION WITH THE SERVICES, FOR ANY AND ALL CAUSES OF ACTION AND CLAIMS, SHALL BE:

(A) FOR DAMAGES DUE TO FAILURES OR DISRUPTION IN THE SERVICES CAUSED BY THE PARTY'S NEGLIGENCE OR BREACH OF OBLIGATIONS UNDER THE PRODUCT GUIDE, THE CHARGES FOR THE AFFECTED SERVICES, PRORATED FOR THE PERIOD OF THE FAILURE;

(B) FOR DAMAGES TO REAL OR PERSONNAL PROPERTY OR BODILY INJURY OR DEATH TO ANY PERSON PROXIMATELY CAUSED BY THE PARTY'S NEGLIGENCE, THE AMOUNT OF DIRECT DAMAGES PROVEN;

(C) FOR INDEMNITY, THE REMEDIES SET FORTH IN THE SECTION ABOVE TITLED INDEMNIFICATION;

(D) FOR ANY DAMAGES ARISING IN TORT OUT OF THE WILLFUL OR INTENTIONAL MISCONDUCT OF THE PARTY, THE AMOUNT OF DIRECT DAMAGES PROVEN;

(E) FOR ALL OTHER DAMAGES NOT SET FORTH ABOVE AND NOT EXCLUDED UNDER THE PRODUCT GUIDE, EACH PARTY'S MAXIMUM LIABILITY DURING ANY TWELVE MONTH PERIOD SHALL BE LIMITED TO THE LESSER OF (i) DIRECT DAMAGES PROVEN, OR (ii) THE AMOUNT PAID BY CUSTOMER TO VERIZON UNDER THE PRODUCT GUIDE FOR THE ONE (1) MONTH PERIOD PRIOR TO ACCRUAL OF THE MOST RECENT CAUSE OF ACTION.

NOTHING IN THIS SECTION SHALL LIMIT CUSTOMER'S LIABILITY TO VERIZON FOR ANY AND ALL CHARGES INCURRED FOR SERVICES.

12. Termination of Services. Verizon may discontinue or limit the use of the Services by Customer for non-payment, non-compliance with the terms and conditions set forth in this Service Agreement or in the Product Guide, fraudulent use, or for any other reason set forth in the Product Guide.

13. Performance Excused. Verizon's performance shall be excused if its performance is delayed or prevented due to force majeure events, acts of any third party, or any cause(s) beyond Verizon's reasonable control, including, but not limited to, fire, vandalism, cut cable, power failures or labor difficulties.

14. Notices. Notices related to the provision of the Services provided under this Service Agreement shall be sent by first-class U.S. mail, postage prepaid, to Customer at the address specified above, and to Verizon at Verizon Business, 6415-6455 Business Center Drive, Highlands Ranch, CO 80130, with a copy to Verizon Business Services, 500 Summit Lake Drive – Office 4-04 Valhalla, NY 10595, Attn: Vice President Legal. Notices may also be emailed to notice@verizon.com with a subject of 'Official Legal Notice'. Notices shall be deemed effective five (5) business days after such mailing.

15. General Terms.

15.1 **Governing Law**. In the event of a claim or dispute, the law and regulations of the jurisdiction in

which Verizon provides to Customer the particular Service that is the subject of such claim or dispute shall apply.

15.2 **Enforceability.** Either party's failure to enforce any of the provisions herein and/or in the Product Guide or to exercise any right or option is not a waiver of any such provision, right or option, and shall not affect the validity of this Service Agreement and/or the Product Guide. If any provision contained herein or in the Product Guide or the provision of any Service under the terms hereof is deemed illegal, invalid, or otherwise prohibited under applicable law or regulation in any state or jurisdiction, then this Service Agreement and/or the Product Guide shall be construed as if not containing such provision or requiring the provision of such invalid, illegal, prohibited, or unapproved Service in such state or jurisdiction, and the remaining terms and conditions of the Product Guide shall continue to apply as necessary to reflect the original intention of the parties.

15.3 **Assignment.** Verizon may assign or transfer part or all of the Service Agreement to any affiliate or successor to substantially all of its assets in the locations where Service is provided hereunder. Upon reasonable prior written notice to Verizon, Customer may assign or transfer this Service Agreement to any company that is the successor to all or substantially all of its assets, provided all charges for Service provided prior to such transfer or assignment are paid in full when due and Customer's affiliate or successor meets Verizon's creditworthiness standards. Except as otherwise required by applicable law or regulation, all other attempted assignments shall be void without the prior written consent of the other party.

15.4 **Availability.** The Services are offered in locations where made available by Verizon in its sole discretion.

15.5 **Entire Agreement**. This Service Agreement and the Product Guide and any applicable Order (hereinafter referred to as the "Agreement") constitute the entire agreement between the parties with respect to the Services and shall supersede all prior oral or written quotations, communications, negotiations, representations, understandings or agreements made by or to any employee, officer, or agent of any party on the subject matter hereof. The Agreement may not be modified or rescinded except by a writing signed by authorized representatives of each party.

Routing Code: 5V

REQUEST FOR SERVICE

[Enter full corporate name here] ("Customer") **[Enter Customer's corp street address here]** **[Enter Customer's State and Zip here]**	Billing Telephone Number ("BTN"): **[Enter Service BTN here if it exists]**
By:	
Name:	
Title:	
Date:	

1. Services. This Request for Service ("RFS") is made part of the Detariffed Service Agreement (the "Service Agreement") previously entered into by Customer on **[Enter Date DSA was signed]** with a Contract ID: **[Enter Contract ID]** by and between Customer and {Select Verizon Company from pulldown menu} ("Verizon"), and constitutes an "Order" as defined in such Service Agreement. The Services (as defined below) are provided by Verizon pursuant to, and are governed by, its Product Guide ("Product Guide") and the Service Agreement. Pursuant to Customer's signature on the date indicated above (the "RFS Effective Date"), Customer applies for and agrees to purchase these Intrastate Detariffed Business Telecommunications products or services described below and as further described in the Product Guide (the "Services") for the Service Period defined below.

2. Service Period. Customer is ordering the Services for a period of _____ (___) consecutive months following the RFS Effective Date and commencement of Services (the "Service Period").

3. Rates and Payment. The rates for the Services are set forth in the Product Guide and are summarized below. Customer will also pay any applicable charges, fees, taxes and surcharges, including Federal End User Common Line Charges, charged pursuant to applicable law, regulations or the Product Guide. Any other work, services or facilities required will be provided subject to prevailing Product Guide rates and charges, or, if such services are not subject to the Product Guide, prevailing tariff or other Commission-authorized rates, terms and conditions then in effect.

Quantity	Services	Monthly Unit Rate	Non-recurring Charges / Unit
	[Insert the applicable Service as it appears in ILEC Product Guide]		
Note: Any mileage quantities listed in the table above shall be deemed initial estimates, and billing will be based on actual mileage.			

Pursuant to the Service Agreement, Verizon may revise the terms and conditions of the Product Guide at any time, and the revised terms will become applicable from the effective date of the revisions forward, both to currently purchased services and to subsequently purchased services. Such changes may

include changes increasing prices, discontinuing the offering of some or all of the Services, or otherwise restricting or limiting their availability.

4. Customer Location(s).

The Services will be provided at the following Customer Location(s):

[Enter the Customer Location address]
[Enter any additinoal Customer's Location address, if needed]
[Enter any additinoal Customer's Location address, if needed]
[Enter any additinoal Customer's Location address, if needed]

Pursuant to the Service Agreement, Verizon reserves the right to reject any Order submitted hereunder for any reason, including without limitation due to Verizon's obligations under applicable laws, regulations, directives, governmental authority or orders, third party contracts or Customer's failure to meet Verizon's credit approval requirements. Verizon may also reject an Order if it purports to include terms, restrictions, qualifications, or limitations that are inconsistent with the terms and conditions set forth in the Service Agreement or in the Product Guide for the Services ordered. In addition, Verizon may reject an Order (a) in the case of the inability or impracticality of providing the applicable Service in a particular geographic area in which Verizon does not have sufficient presence, capacity, corporate infrastructure or network technical infrastructure to effectively support the requested Service or (b) if Verizon no longer commercially offers the Service.

5. Early Termination. Pursuant to the Service Agreement, if Customer cancels this Order or terminates any Services pertaining to this Order prior to expiration of the Service Period, Customer will promptly pay to Verizon any termination and cancellation charges specified in the Product Guide.

6. Assignment. Verizon may assign or transfer part or all of the Agreement to any affiliate or successor to substantially all of its assets in the locations where Service is provided hereunder. Upon reasonable prior written notice to Verizon, Customer may assign or transfer this Order to any company that is the successor to substantially all of its assets, provided all charges for Service provided prior to such transfer or assignment are paid in full when due and Customer's affiliate or successor meets Verizon's creditworthiness standards. Except as otherwise required by applicable law or regulation, all other attempted assignments shall be void without the prior written consent of the other party.

7. Customer Consent to Use of Customer Proprietary Network Information ("CPNI"). Verizon acknowledges that it has a duty, and Customer has a right, under federal and/or state law to protect the confidentiality of Customer's CPNI. In order to better serve Customer and offer additional products and services, Verizon, Verizon Wireless and their affiliates ("Verizon Companies") may need to use and share Customer's CPNI and Confidential Information. CPNI includes information relating to the quantity, technical configuration, type, destination, location, and amount of use of the telecommunications and interconnected voice over Internet Protocol services Customer purchases from the Verizon Companies, as well as related local and toll billing information, made available to the Verizon Companies solely by virtue of Customer's relationship with the Verizon Companies. With Customer consent, the Verizon Companies may share Customer CPNI and other Confidential Information among the Verizon Companies and with agents, contractors and partners, so that all may use this information to offer Customer the full range of products and services offered by them (see www.verizon.com and www.verizonwireless.com for a description of Verizon Companies and services). By signing this RFS, Customer consents to the Verizon Companies using and disclosing Customer CPNI and Confidential Information as described above. Customer may refuse CPNI consent by signing this RFS and by notifying Verizon in writing at cpni-notices@verizonwireless.com and cpni-notices@verizon.com of Customer's decision to withhold Customer's consent. This is the only method of withdrawing consent for the Verizon Companies' use and sharing of Customer's CPNI, as defined above. All other notices and elections for consenting or withdrawing consent are superseded by this notice and consent. Customer's consent or refusal to consent will remain valid until Customer otherwise advises Verizon in writing, and in either case, will not affect Verizon's provision of service to Customer.