



2010 FiOS National Bundles, West

	National Good	+\$15	National Better	+\$15	National Best
Triple Play Bundles					
FiOS TV + Internet + Home Phone	\$109.99		\$124.99		\$139.99
Double Play Bundles					
FiOS TV + Internet	\$84.99		\$99.99		\$114.99
FiOS TV + Home Phone	\$79.99		\$94.99		\$109.99
FiOS Internet + Home Phone	\$79.99		\$94.99		\$109.99
Bundle Elements	Good	+\$15	Better	+\$15	Best
FiOS TV	Prime HD 220+ channels, 40+ in HD		Extreme HD 320+ channels, 65 in HD		Ultimate HD + EPIX 385+ channels, 90+ in HD
FiOS Internet	15/5M		25/25M Wi-Fi		35/35M Wi-Fi
Home Phone	FiOS Digital Voice or Freedom Essentials				
Key Features	<ul style="list-style-type: none">• More HD than EVER before• Fast, reliable Internet• The best voice products in the Industry		<ul style="list-style-type: none">• 100+ additional channels• Upload speeds 5X as fast• Symmetrical Internet speeds• Wi-Fi Included		<ul style="list-style-type: none">• The Ultimate in home entertainment: Showtime Networks, EPIX & RedZone• Even more HD & SD• The fastest 2-way Internet speed in any bundle



2010 FiOS National Bundles, West

What's OUT	What's IN for 2010
Legacy and 2009 bundles are grandfathered	New Good, Better and Best Double and Triple Play Bundles
Limited options for Double Play Bundles	Double Play Bundles with Good, Better and Best options
Paying "extra" for HD	More HD included in EVERY bundle. Use to overcome this cable advertising ploy.
6- and 12-month term agreements	New 2-year Contract Terms <ul style="list-style-type: none">May renew same 24 month contract any time during the initial termEnd of term, customer moves to M2M bundle at current market price
Mandatory term agreements	M2M Bundles available without a contract (HDNO) <ul style="list-style-type: none">\$20 more per month than 2-year bundle price
Reading bundle terms scripting	Recording customer agreement to bundle terms
Fixed early termination fees for all early contract terminations	Pro-rated ETF based on how long customer had service
15-day FiOS grace period (cancel without ETF)	No grace period
ETF charged for bundle downgrades in months 1-4	No ETFs for bundle downgrades into another bundle
Unique bundles for VEC Bulk/HOA customers	You can sell new Double Play Bundles to VEC Bulk/HOA customers

TV Packages at a Glance:

Prime HD:

- Over 220 channels including 40+ of America's most watched networks in HD!
- Great kids' channels, including Disney, Discovery, Nickelodeon, Animal Planet and more!
- Must have sports coverage from ESPN and Regional Sports Networks!
- More HD channels than some cable competitors' entire HD lineups!

Extreme HD:

- Over 320 channels including 65+ in HD; That's 100 more channels than Prime HD!
- More than 20 extra all-sports channels and HD Movie Networks included!

Ultimate HD:

- Over 385 channels including over 90 in HD!
- NFL RedZone channel and comprehensive college sports coverage included!
- 35 premium channels from SHOWTIME, FLIX, The Movie Channel and EPIX included!

Only Verizon delivers two-way fast Internet!

Activity	Avg File Size	Typical Cable Modem 15/2M	Download AND Upload Speed	
			25/25M	35/35M
Upload 200 photos	250 MB	6.5 min	78 sec	51.4 sec
Upload hard-drive backup	500 MB	13 min	2.6 min	1.9 min
Upload 20 min HD video	1GB	26 min	5.3 min	3.7 min