



One Verizon Way
Basking Ridge, NJ 07920

July 11, 2011

Dear Verizon Customer:

Verizon has contracts which expire at midnight on Saturday, August 6, 2011 with two unions that represent approximately 45,000 employees in the company's wireline division. The parties began bargaining discussions on June 22, 2011 to negotiate new contracts. The employees covered by the expiring contracts work in the Northeast and Mid-Atlantic states including Massachusetts, Rhode Island, New York, New Jersey, Pennsylvania, Delaware, Maryland, Virginia, and the District of Columbia.

No other Verizon territories, or current Verizon Business employees, are covered by these expiring contracts. Verizon Wireless employees are also not covered. Accordingly, services furnished entirely by Verizon Business, Verizon Wireless, and services provided by Verizon Business outside the Northeast and Mid-Atlantic states listed above should not be impacted.

Discussions are ongoing, and if for some reason the parties are unable to reach an agreement on a new contract prior to August 6th, a work stoppage is a possibility. It is also possible that the parties could continue bargaining while employees continue working. In the event of a work stoppage, operational contingency plans will go into effect to ensure that your needs as a valued customer continue to be met. This will include deploying additional personnel to meet your business needs, so that we can continue to provide you with the high level of service you deserve.

We value your business and trust.

Sincerely

Your Verizon Team