

**Jim Gerace**  
Vice President  
Corporate Communications

The Verizon Wireless logo features a large, stylized checkmark symbol above the text "verizon" in a bold, lowercase sans-serif font, followed by "wireless" in a smaller, lowercase sans-serif font.

**Verizon Wireless**  
180 Washington Valley Road  
Bedminster, New Jersey 07921

Phone 908 306-7508

March 15, 2004

Janee Briesemeister  
Consumers Union Southwest  
1300 Guadalupe, Suite 100  
Austin, Texas 78701

Dear Ms. Briesemeister:

Thank you for forwarding the letters from our customers who responded to your campaign. We appreciate the service you are providing that will send a copy of this response to each of them and the opportunity to address each of the concerns outlined in the letters.

Coverage maps: Thank you for recognizing our thorough network testing regime. Verizon Wireless feels the level of detail it provides customers in coverage maps is good at this time and reflective of our current technological capabilities. We continue to further develop coverage map modeling and technology and the ability of customers to obtain more coverage information. As you know, because of the dynamic nature of a radio signal this is a very difficult task. For example, if we measure a satisfactory signal at Elm and First Streets we cannot, with absolute certainty, assure customer one in the brick house they will have the same level of service as customer two next door in the wood house. Further, one might have service in their basement while the other does not. There can also be topographical and environmental factors that could impact a wireless signal, such as leaves on trees in the spring and summer.

Pro-Rated Early Termination Charges: We do not pro-rate early contract termination charges. Other carriers have different practices and this provides consumers with a choice when selecting a wireless carrier. Our customers have the choice of fulfilling their contract term, or paying a fee to terminate their service early. We currently do not have any plans to change the practice.

Locking Down: Unlike several of our competitors, Verizon Wireless generally does not lock down its handsets. The handsets we sell can be used on other compatible networks, such as Sprint's. The exception is pre-pay or our Pay-As-You-Go product that is selected by less than 15% of our customers.

Thank you once again for bringing these matters to our attention.

Sincerely,

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