

WN U-17

VERIZON NORTHWEST INC.

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Timothy J. McCallion

By Timothy McCallion, President-West, Public Affairs, Policy and Communications

Section 16
2nd Revised Sheet 1
Canceling
1st Revised Sheet 1

GENERAL AND LOCAL EXCHANGE TARIFF

COMPETITIVE RESPONSE

A. Business Customer Incentive Program

(T)

General

(N)

The Business Customer Incentive Program ("BCIP") provides for offers to potential new business local exchange customers and to existing business customers to induce the acquisition or continuation of services by those customers.

Conditions

A BCIP offer may be extended to potential new Verizon Northwest Inc. business local exchange customers. In addition, the Company may extend a BCIP offer to any existing business customer who has retained a service for some period of time.

For potential new business customers, the Company may provide a BCIP offer no more than once to a customer in any continuous twelve-month period. In retention situations, with respect to any particular service or feature, the Company may provide a BCIP offer no more often than once in any continuous twelve-month period to a customer.

The recipients of a BCIP offer and the amount of a BCIP offer shall be in the sole discretion of the Company, but the value of the offer benefit may not exceed the maximum benefit as explained in the Rates section following.

The Company shall determine the particular details of a BCIP offer, including but not limited to periods and duration, class of eligible customers, services, amounts, terms and conditions, and geographic area, so long as each such offer to a particular business customer is not inconsistent with the provisions of the Tariff and the amount does not exceed the maximum benefit permitted as explained in the Rates section following. The Company may prohibit use of a BCIP offer in conjunction with another offer being marketed by the Company and/or a Company affiliate.

The company may condition its offers upon a business customer remaining with the Company for a minimum period of time; in such cases, if the customer terminates service early, they will be billed the early termination fees set forth in the tariff, in addition to all of the nonrecurring charge(s) and monthly rate(s) waived or credited under this program.

(N)

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Section 16
Original Sheet 1.1

GENERAL AND LOCAL EXCHANGE TARIFF

COMPETITIVE RESPONSE

A. Business Customer Incentive Program (Continued)

(N)

Conditions (Cont'd)

BCIP offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

- The sales channel through which the products are sold.
- A specific geographic area.
- Existing customers who request to have one or more products disconnected.
- Customers who identify that a better competitive offer is available to them. Verizon representatives may present to these customers multiple offers up to the maximum benefit as described under Rates following.
- Such other facts, criteria, and circumstances as the Company believes are a reasonable basis upon which to distinguish among groups of customers.

The Company shall use reasonable business efforts so that similarly situated customers are offered similar incentives in similar circumstances.

The Company reserves the right to discontinue this offer.

Rates

In any BCIP offer, customers may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

- A waiver of an amount up to 100% of the current business nonrecurring charge(s), or
- Bill credits of up to four months of the recurring rates, or
- A waiver of 100% of the current business non-recurring charge(s) and bill credits of up to four months of the recurring rates, which is the maximum benefit for the BCIP, or
- A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or other benefits. In determining the value of non-cash benefits, the actual cost incurred by the Company shall be used. The maximum cost of non-cash benefits shall not exceed the maximum benefit available as explained above.

Waiver(s) and bill credit(s) will appear in the form of a credit(s) on the customer's bill. A waiver or bill credit may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

Credits or other provision of benefits under a BCIP offer will cease when the customer's account terminates with the Company.

(N)

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