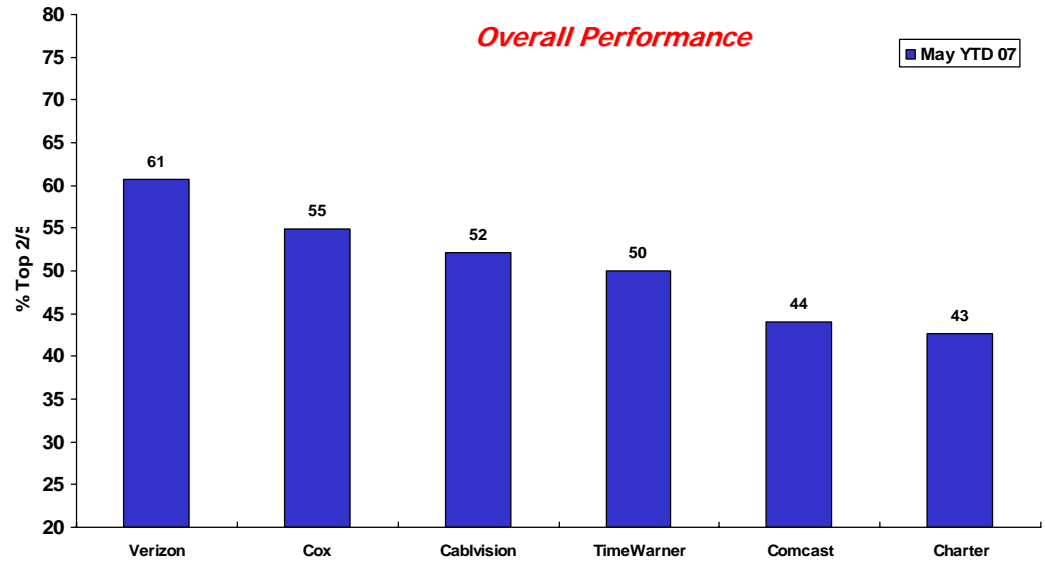


# 2007 Consumer Telecom Competitive Benchmarking Study

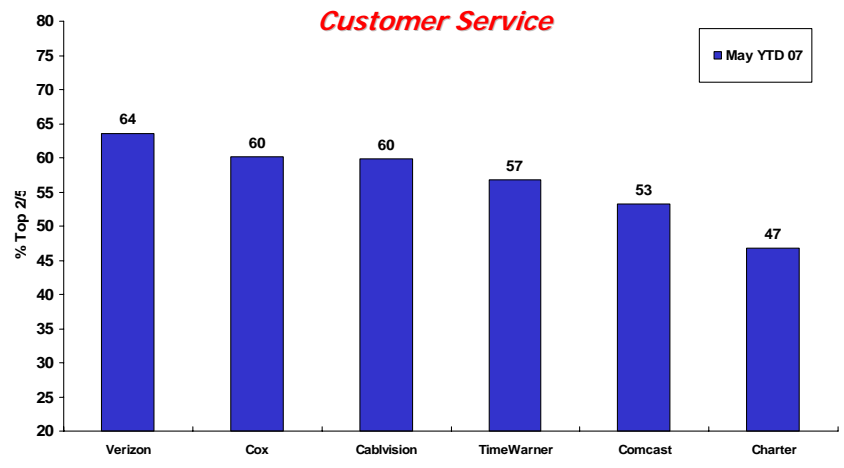
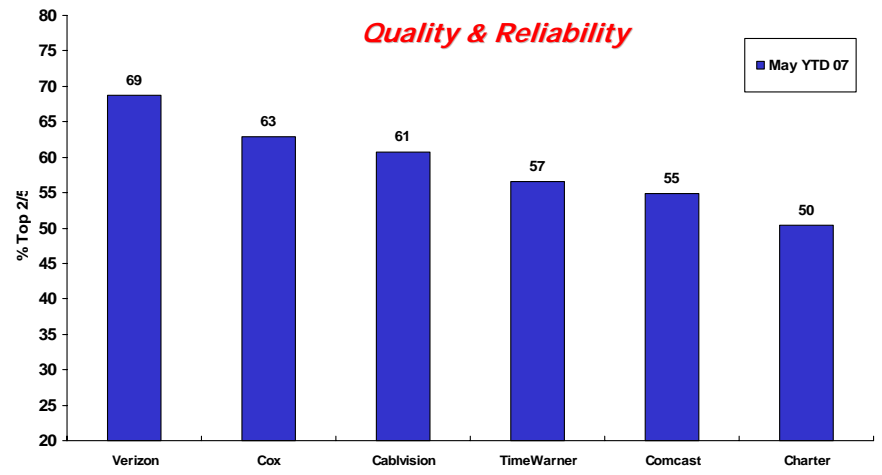
## Performance Rating: May 2007 YTD



Percent of respondents giving their company a 4 or 5 on a 5-point scale with 5 being the highest



*So far in 2007 Verizon is outperforming every major competitor among the 5 biggest*

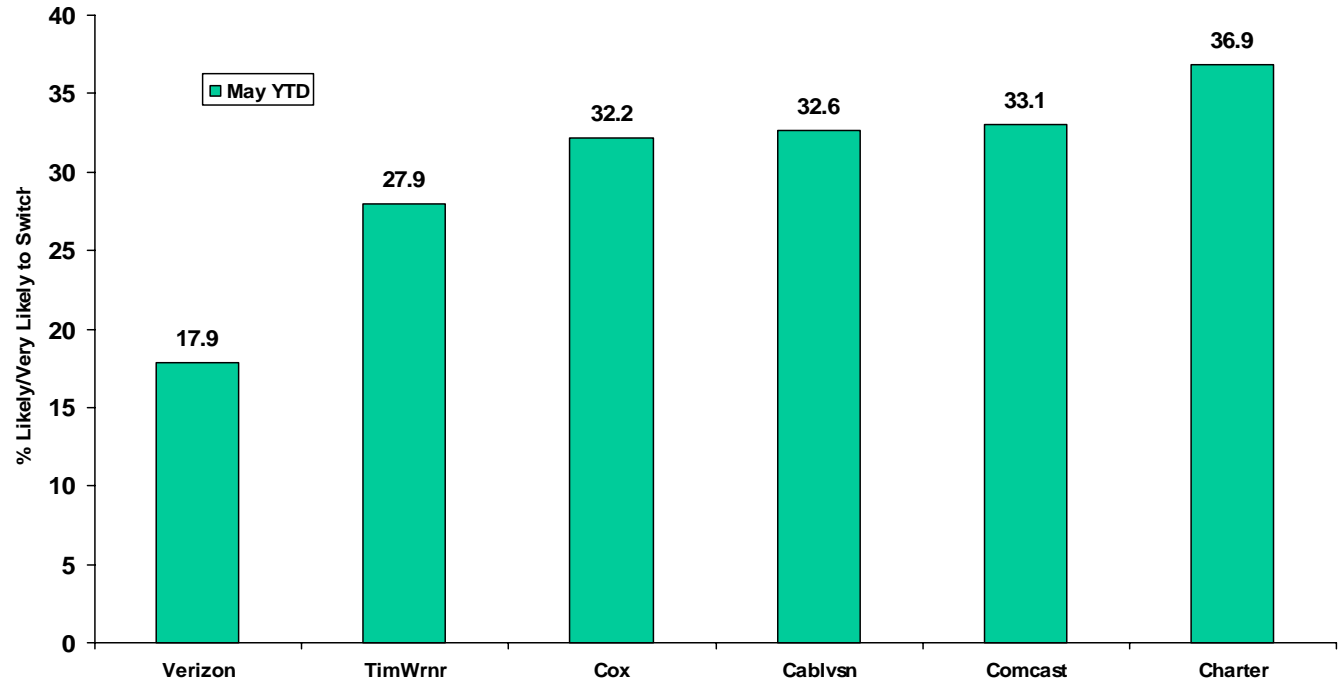


# 2007 Consumer Telecom Competitive Benchmarking Study

## Switching Behavior



### % Likely to Switch



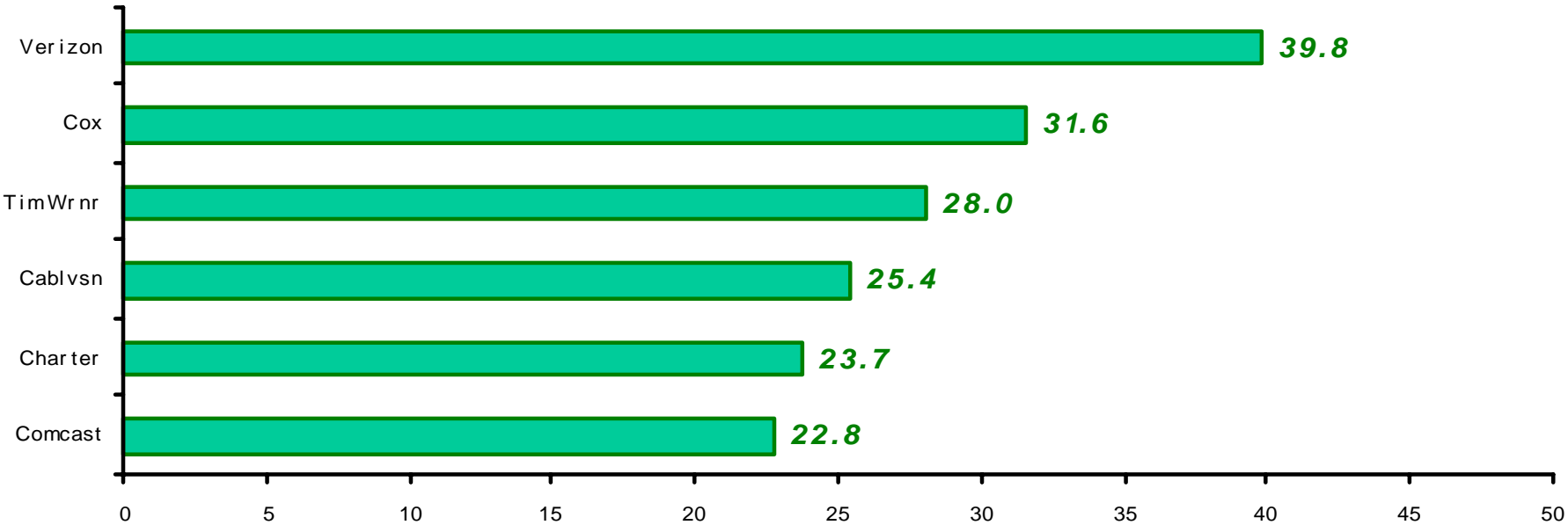
*Verizon has the lowest percentage of customers stating they are likely to switch*

# 2007 Consumer Telecom Competitive Benchmarking Study

## Likelihood to Recommend



**% Very Likely to Recommend**  
(% Customers giving ratings of 9/10 on 0 – 10 scale)



**Compared to the top 5 cable players, a much greater percentage of Verizon's customers state that they are very likely to recommend Verizon to others**

*Percent of customers giving their company a 9 or 10 on a 10-point scale, with 10 being highest, as to their likelihood of recommending their provider to others.*