



Communications Division

Staff Report

Market Pricing Survey of Retail Communications Services in California

Sample of Residential Communications Services and Price Changes 2010 – 2014 Compared to Wireline Basic Voice Service

December 2, 2014



CALIFORNIA PUBLIC UTILITIES COMMISSION STAFF REPORT

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MARKET PRICING SURVEY OF RETAIL COMMUNICATIONS SERVICES IN CALIFORNIA

*SAMPLE OF RESIDENTIAL COMMUNICATIONS SERVICES AND PRICE CHANGES
2010-2014 COMPARED TO WIRELINE BASIC VOICE SERVICE*

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Summary

This survey includes a simplified assessment of lowest priced market rates available for service offerings available to consumers in California. The report also includes a comparison of the largest four California wireline voice service provider rates inclusive of their associated fixed federal subscriber line charges. Examination of traditional wireline voice services relative to other services in the market is appropriate given the options consumers have for communications services. Assessment of voice telephone services actually purchased by consumers was the subject of a prior Telephone Service Affordability Report to the Legislature.¹ Analysis of the market is contained in the Market Share Analysis of Retail Communications in California report.²

Our three significant findings in this pricing survey report are;

- AT&T's real rate for wireline voice service inclusive of federal fixed charges is comparable to Verizon's.
- The price of traditional wireline voice service is comparable to other voice services available in the market.
- Though market prices for sampled services vary, there is no discernable trend up or down for the market.

Our limited assessment indicates that though prices for traditional basic wireline service have increased, they are within the range of sampled market prices. Our assessment of prices in this marketplace is not exhaustive as it is based on a limited sample of lowest priced available services for communications services. Excluding traditional wireline basic service, there is no discernable price trend for lowest-price available services sampled since December 2010. In particular, the VoIP services show declining prices. However, the market share of VoIP service is small relative to other market technologies, such as wireless and traditional wireline.³

We find with our limited sample that the lowest available prices of various communications services vary over time and that there is no particular pattern of rate change. We find that traditional basic service prices in real constant dollars had peaked in previous decades, both under cost of service and incentive regulation, but had trended upward following declines in the "real" inflation adjusted price. Further, the adjusted price of LifeLine today is less than under most periods in which the carriers were subject to rate regulation.

¹ Among other things, the [Affordability of Basic Telephone Service Report](http://www.cpuc.ca.gov/PUC/Telco/generalInfo/2010AffordabilitySurveys.htm), published September, 2010, found that the average California household telephone bill adjusted for inflation had not changed significantly from the prior 2004 survey. <http://www.cpuc.ca.gov/PUC/Telco/generalInfo/2010AffordabilitySurveys.htm>

² See: [Market Share Analysis of Retail Communications in California](http://www.cpuc.ca.gov/PUC/Telco/generalInfo/CPUC+Reports+and+Presentations.htm), www.cpuc.ca.gov/PUC/Telco/generalInfo/CPUC+Reports+and+Presentations.htm

³ Id. The Market Share report estimates that in June 2013, VoIP was 10.3 percent of the intermodal voice market. Appendix A, Data Table: California Voice and Broadband Subscriptions By Technology. The report presents an assessment of the relative market shares of communications service providers.

Because market concentration does exist, as evidenced in the recent Market Share Analysis of Retail Communications report, the Commission's pledge to monitor the State's communications market remains appropriate. Assessment of the market requires review of many factors including prices, average bills and affordability, market share and consumer complaints. This report addresses one aspect of such an assessment.

I. Retail Pricing Survey

Price analyses are inherently flawed as such analysis requires evaluating varied products, services and pricing plans. In particular, any survey must first determine what is being surveyed; prices paid by existing subscribers versus prices available to potential subscribers. The Commission periodically surveys expenditures of California subscribers and has reported its findings in the “Telephone Service Affordability Report to the Legislature” cited previously. Thus, this report concerns prices available to potential subscribers. The next issue is to determine what should be considered an available rate and for what services.

In this section we compare the lowest available retail price of communication services of 14 largest service providers in California. Beginning in December 2010, staff initiated a periodic survey of service providers regarding their lowest priced service offerings in order to assess market pricing trends. The survey dates as shown in the charts A through H reflect when staff resources were available to complete the survey of the 14 service providers; the last time completed in April 2014.

The communications market includes services available to customers to meet their communications needs. The survey design includes the following categories of services:

- Wireline– Traditional telephone service via copper cables to a customer’s premise using TDM Protocol.
- Fixed Broadband– Internet access service typically via DSL, coaxial cable or fiber optic connections.
- VoIP– Fixed and non-fixed voice telephone service to a customer’s premise using interconnected Internet Protocol.
- Mobile Voice only– Typically provisioned via a wireless cellular network.
- Mobile Data only– Internet access typically provisioned via a wireless cellular network.
- Mobile Voice & Data– A bundle including both Mobile Voice and Mobile Data.
- Wireline & Long Distance– A bundle including Local and “Long Distance”, a phone service that allows a customer to call anywhere in the US at no additional cost.
- Fixed Voice & Broadband– A bundle including Fixed Broadband with Wireline voice or VoIP

The analysis identified lowest available prices from each service provider for each of the services they offer, not an average of what people pay. Six months was chosen as the minimum duration of a service price. The price commitment may be subject to contract or subject to change as in a published tariff or non-contracted service. Consumers that purchase a service at a promotional price will eventually be subject to a price increase if they continue the service, sans a further discount. However, to survey only “non-introductory prices” would exclude available prices in

the market. Many services surveyed did not include a promotional rate, while others did. In any case, sans a contract, all services are subject to price change. Where promotions were less than 6 months, the non-promotion price is reported. Thus, for simplicity, the available monthly market prices for initiating service by type are displayed and footnotes provide details about the service and whether the price was promotional.

Services within the same category might offer varying amounts of usage allowances, features or capabilities. Broadband services might include different allotments of data transfer available per month and Mobile Voice services might include texting or voicemail services.

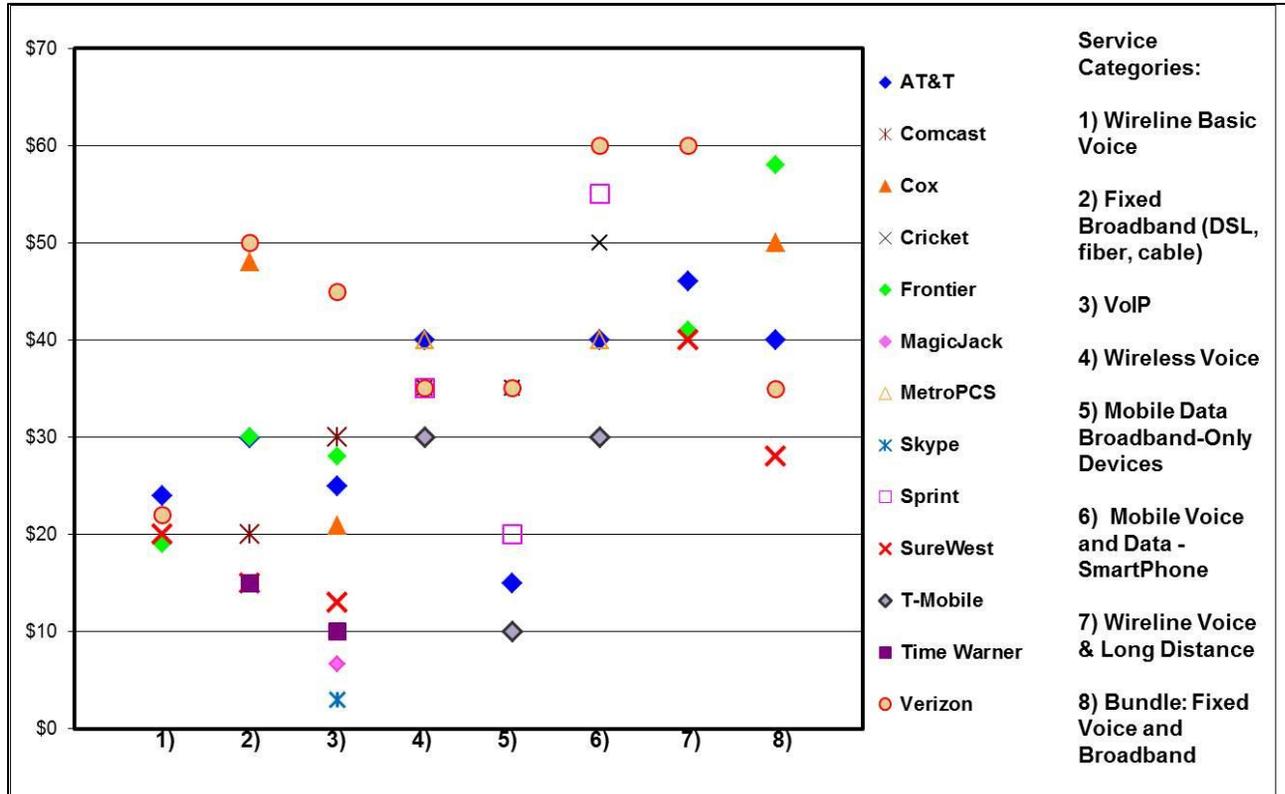
Both Table 1 and Chart 1, below, show the prices of services offered by each of the 14 service providers we researched.

Table 1

Surveyed Prices for Various Communications Market Services in California Prices as of April 16, 2014 (see endnotes for data sources)								
	Basic Local Wireline Voice	Fixed Broadband	VoIP	Mobile Voice	Mobile Data	Mobile Voice & Data	Wireline Local & Unlimited Long Distance	Fixed Voice & Broadband
AT&T	\$24.00 ⁱ	\$29.95 ⁱⁱ	\$25.00 ⁱⁱⁱ	\$40.00 ^{iv}	\$14.99 ^v	\$40.00 ^{vi}	\$46.00 ^{vii}	\$34.95 ^{viii}
Comcast	-	\$19.99 ^{ix}	\$29.99 ^x	-	-	-	-	-
Cox	-	\$47.99 ^{xi}	\$20.91 ^{xii}	-	-	-	-	\$49.99 ^{xiii}
Cricket	-	-	-	\$35.00 ^{xiv}	\$35.00 ^{xv}	\$50.00 ^{xvi}	-	-
Frontier	\$19.00 ^{xvii}	\$29.99 ^{xviii}	\$27.99 ^{xix}	-	-	-	\$40.99 ^{xx}	\$57.98 ^{xxi}
MagicJack ^{xxii}	-	-	\$6.66 ^{xxiii}	-	-	-	-	-
MetroPCS	-	-	-	\$40.00 ^{xxiv}	-	\$40.00 ¹⁰⁵	-	-
Skype	-	-	\$2.99 ^{xxv}	-	-	-	-	-
Sprint	-	-	-	\$35.00 ^{xxvi}	\$19.99 ^{xxvii}	\$55.00 ^{xxviii}	-	-
Surewest	\$19.99 ^{xxix}	\$15.00 ^{xxx}	\$12.99 ^{xxxii}	-	-	-	\$39.99 ^{xxxiii}	\$27.99 ^{xxxiiii}
Time Warner	-	\$14.99 ^{xxxiv}	\$10.00 ^{xxxv}	-	-	-	-	-
T-Mobile	-	-	-	\$30.00 ^{xxxvi}	\$10.00 ^{xxxvii}	\$30.00 ¹¹⁷	-	-
Verizon	\$22.00 ^{xxxviii}	\$49.99 ^{xxxix}	\$44.99 ^{xl}	\$35.00 ^{xli}	\$35.00 ^{xlii}	\$60.00 ^{xliii}	\$59.99 ^{xliv}	\$34.99 ^{xlv}
Vonage	-	-	\$12.99 ^{xlvi}	-	-	-	-	-

Chart 1

**Surveyed Prices for Various Communications Market Services in California
Prices as of April 16, 2014**



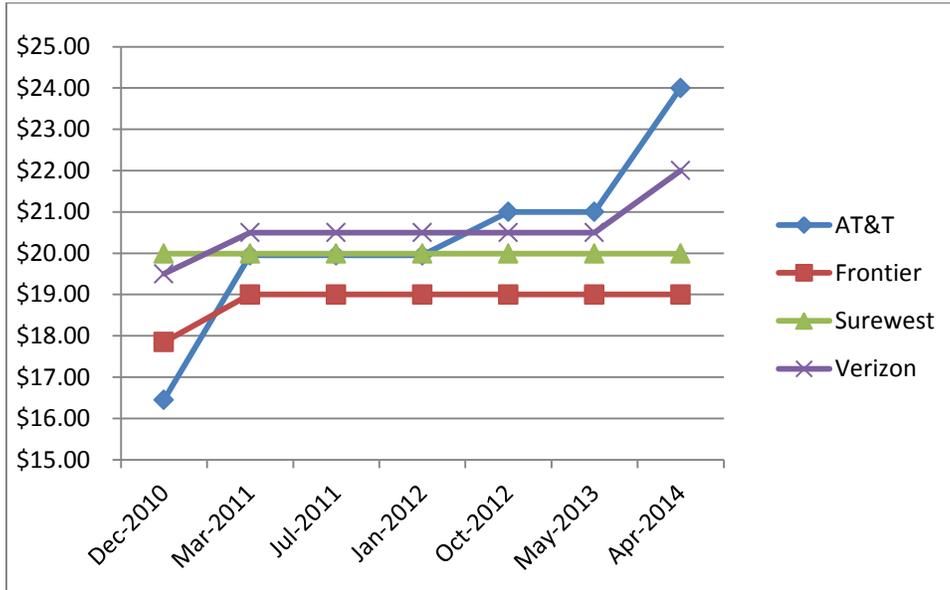
April 2014 Price Findings:

- On average, the three categories of “bundled” services (#6, 7 and 8) were the most expensive; however, these bundles can cost less than purchasing the services separately.
- Rates for wireline basic voice services excluding long distance (#1) are closely clustered compared to other service categories (#2 through 8).
- VoIP (#3) and wireless voice is (#4), are generally less expensive than wireline voice bundled with unlimited long distance (#7).
- While prices for wireline voice service (#1) are generally lower than VoIP (#3), wireless voice (#4) and bundled voice packages (#6, 7, and 8), it offers fewer features, especially it excludes long-distance and therefore its price is not directly comparable.
- Nomadic VoIP service providers (Magic Jack, Skype and Vonage) offer low prices for voice services; however these require a separate broadband service connection.

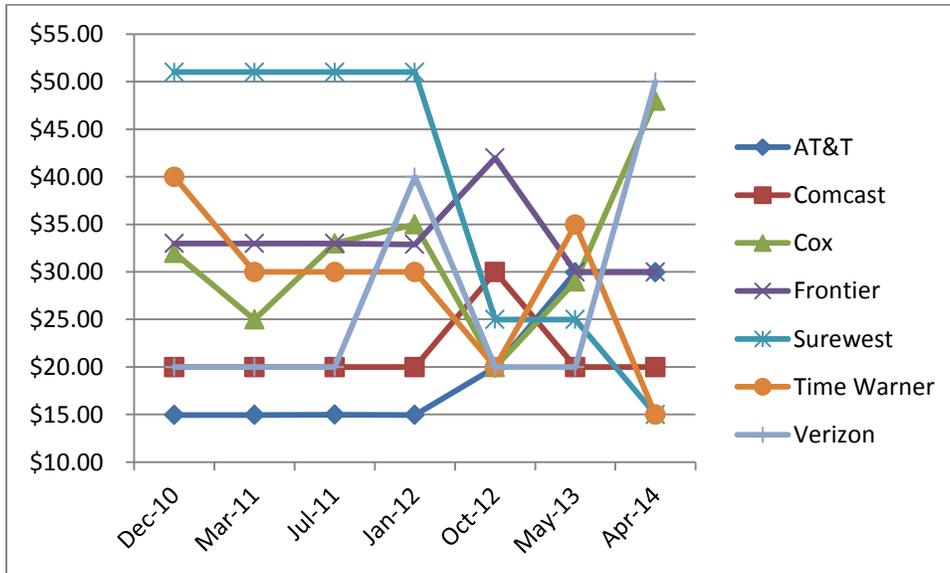
II. Surveyed Pricing Trends

The following charts show retail prices over time from December 2010 to April 2014.

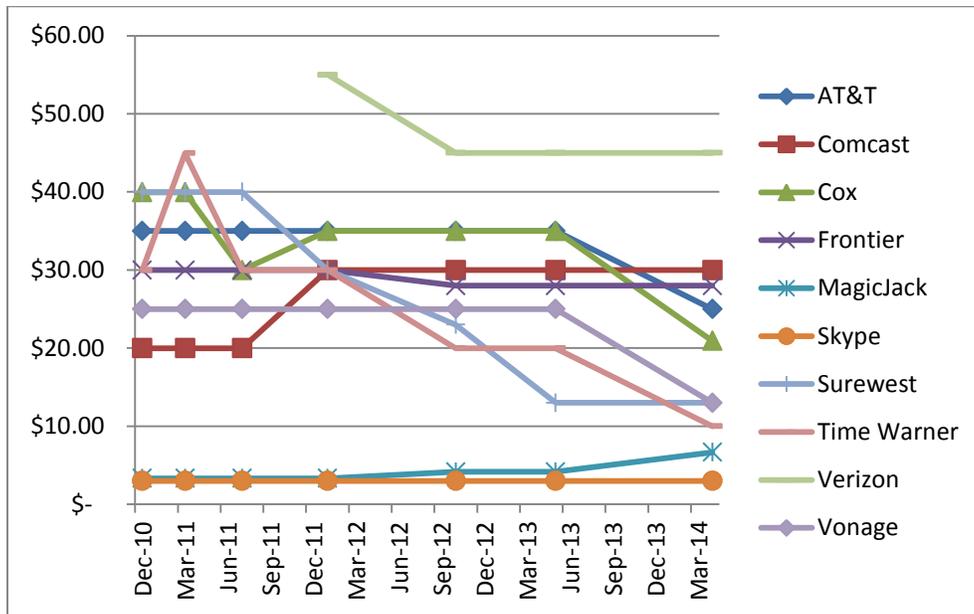
Price Chart A
Wireline Voice Price Timeline



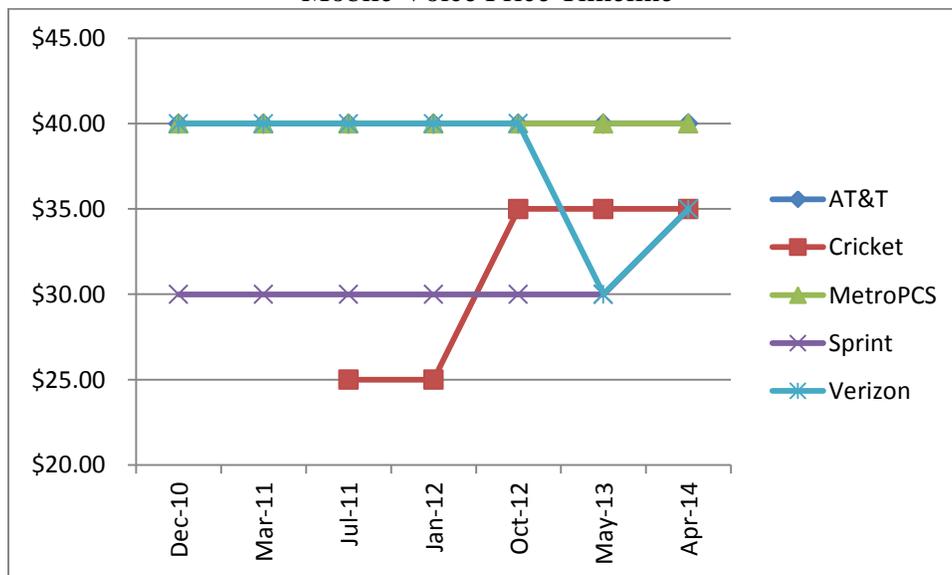
Price Chart B
Fixed Broadband Price Timeline



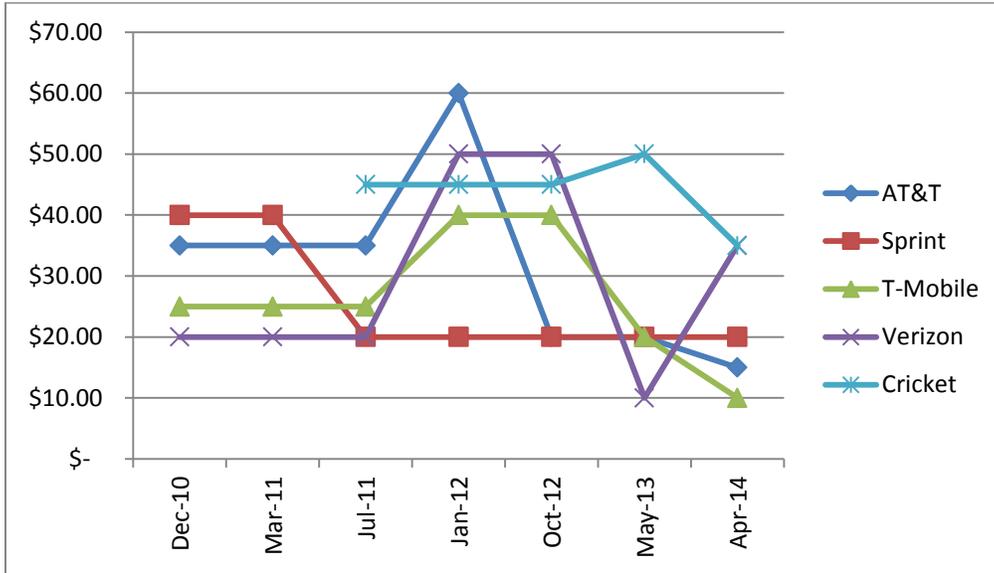
Price Chart C
VoIP Price Timeline



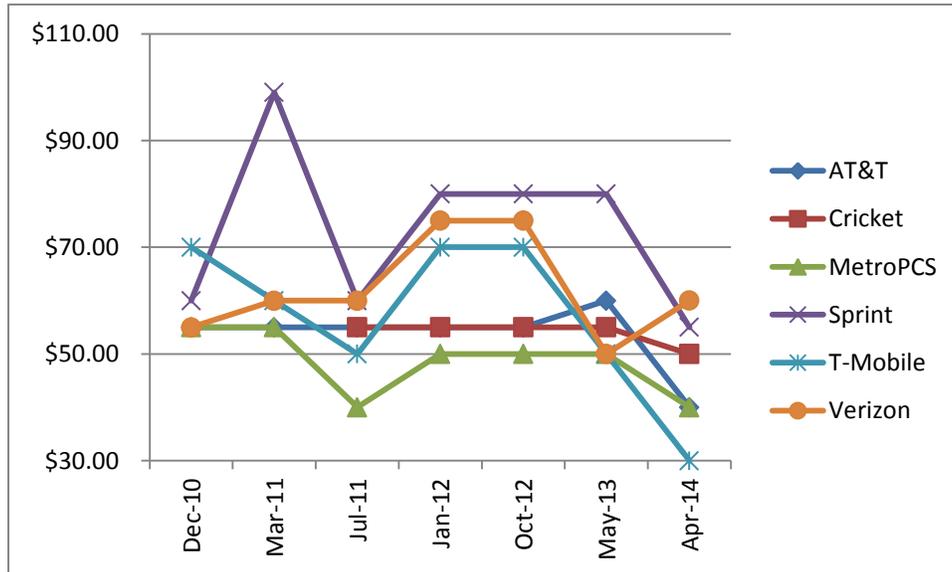
Price Chart D
Mobile Voice Price Timeline



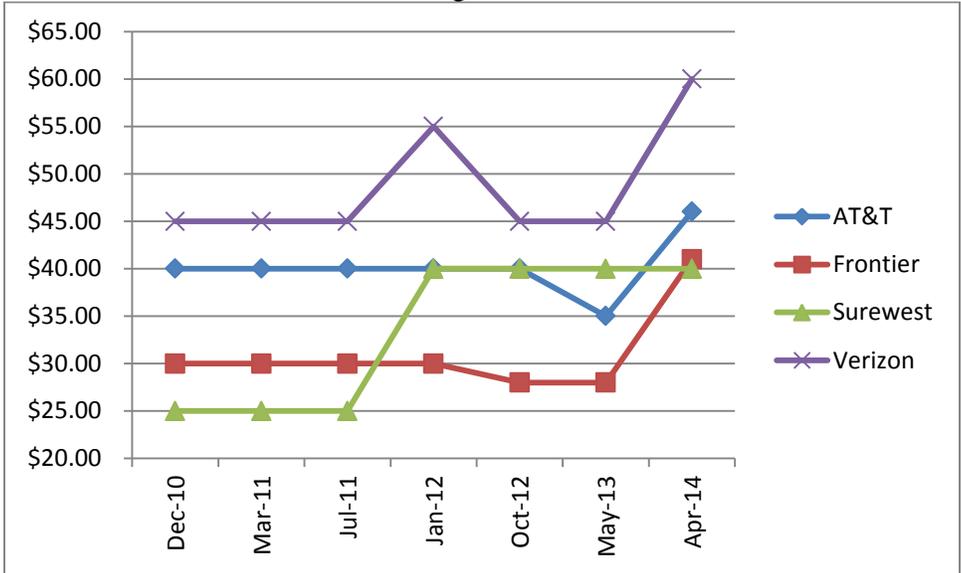
Price Chart E
Mobile Data Price Timeline



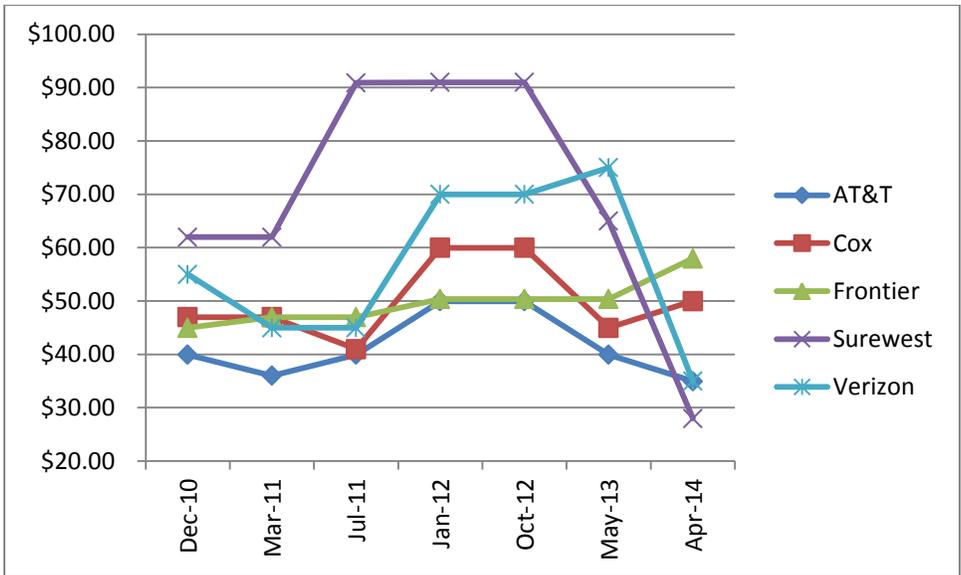
Price Chart F
Mobile Voice & Data Bundle Price Timeline



Price Chart G
Wireline Voice Local & Long Distance Bundle Price Timeline



Price Chart H
Fixed Voice & Broadband Bundle Price Timeline



Price Trend Findings:

- Traditional Wireline voice service prices have increased, and appear as the least volatile in rate change.
- VoIP service monthly rates have generally decreased.
- Wireless and broadband services show up and down volatility in pricing. There is no visual discernable trend up or down.

III. Basic Wireline Service Rates and Charges

For most Californian's, the price of traditional wireline service is set at the discretion of the service provider, since basic service regulation price caps were lifted in January 2011 for the four largest service providers in the State.⁴

Chart 2 below shows the basic residential service and LifeLine rates in current dollars for AT&T California (formerly Pacific Bell) and Verizon California (formerly General Telephone) from 1984 to 2014. The chart shows rates that have been adjusted by inflation.⁵ This means for example, the inflation adjusted rate shown between 1994 and 2008 declined by the rate of inflation, not a change in the nominal (unadjusted) rate. Since 2011, AT&T's basic rate adjusted values have exceeded previous rate peaks coincident with rates established by the CPUC in its 1984 and 1994 rate setting proceedings. In contrast, the rate for Verizon, which has historically exceeded AT&T's, is less than AT&T's since that time period and is less than the CPUC 1994 rate setting peak.⁶ The historical trend of LifeLine telephone rates being set at 50% of the AT&T rate was no-longer applicable in 2011 and LifeLine rates therefore do not escalate following the lifting of price caps. In real, constant dollars, the price of LifeLine today is less than in 1984, 1994 and 2010.

⁴ The rate freeze as ordered in D.07-09-020 expired January 1, 2011. Price setting is still a regulatory activity for some small telephone companies serving primarily rural areas.

⁵ All nominal rates have been adjusted for comparability over time to address inflation using the http://www.bls.gov/data/inflation_calculator.htm. All rates in Chart 2 are in 2014 dollars.

⁶ The Commission during periods of regulatory rate setting established the Pacific Bell (now AT&T) basic rates lower than other California local exchange carriers. In particular, Pacific Bell's basic service rates were not established solely upon the direct embedded state jurisdiction cost of provisioning the service, rather they were established based on the residual unfunded total company revenue requirement supported by a subsidy to promote universal service. Because of Pacific Bell's large size relative to other California companies, revenues from high value services disproportionately contributed to its "cost" recovery relative to smaller telephone companies. These revenue streams also funded intercompany "Cost Pooling" (a cross-subsidy) of small telephone company costs.

Chart 2

**California Wireline Basic Voice Service Monthly Rates
In 2014 Dollars**

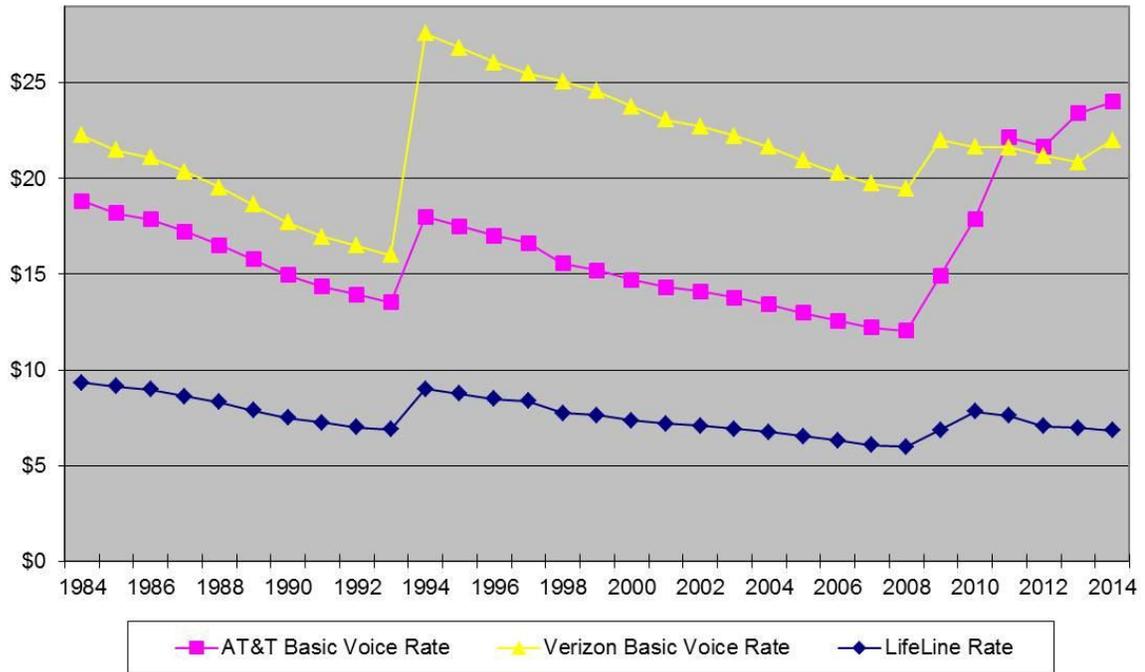


Table 2, below, shows the wireline basic service rates of the four URF carriers in California inclusive of both the state tariffed rate and the federal subscriber line charge. Historically, under cost of service regulation, the costs of provisioning local telephone service were bifurcated between state and federal jurisdiction.⁷ The FCC created the subscriber line charge as a means to recover interstate local access costs attributed to federal jurisdiction. These four carriers have discretion whether or not to recover their federal jurisdictional assigned costs. Thus, the total amount recovered by the URF carriers for their basic service is the sum of the state and federal charges. It is appropriate to combine these as they represent the true service provider offered price to the consumer for subscribing to wireline basic service.

When considering the charges their customers’ pay, AT&T monthly charges are no longer the highest -- rather, Verizon and AT&T combined charges for flat rate basic service are comparable.

⁷ A regulatory issue of the rate setting era was that many utility costs were not attributable to any single service which made it difficult to accurately assign costs among services and state and federal jurisdictions. In order to keep access rates low, high valued state and interstate services, such as long-distance, toll, special access and ancillary service revenues subsidized basic telephone access services. Recreation of “cost” based rates based on today’s conditions using prior cost review methodologies might result in higher than current market rates since basic service subscriptions and subsidy contributing toll, access and ancillary revenue streams have declined from historical levels.

Table 2

URF CARRIER BASIC SERVICE MONTHLY RATES AND CHARGES For VOICE GRADE ACCESS LINES As of May 1, 2014					
Company	Flat Rate	Measured Rate	Subscriber Line Charge	Combined State & Subscriber Line Charge	Area
AT&T	\$ 24.00	\$ 21.25	\$ 4.40	\$ 28.40	All
Verizon	\$ 22.00	\$ 13.40	\$ 6.50	\$ 28.50	Former GTE - Primary Line
			\$ 7.00	\$ 29.00	Former GTE - Secondary Line
			\$ 5.14	\$ 27.14	Former Contel - Primary and Secondary Lines
SureWest	\$ 19.99	\$ 13.99	\$ 6.50	\$ 26.49	All
Frontier	\$ 19.00	\$ 13.25	\$ 6.50	\$ 25.50	Frontier California
			\$ 2.24	\$ 21.24	Frontier Communications West Coast
			\$ 0.61	\$ 19.61	Frontier Communications of the Southwest

Basic Service Rate Findings:

- In inflation adjusted dollars, LifeLine basic service rates today are less than most periods under rate regulation.
- In inflation adjusted dollars, AT&T's California basic service rates have exceeded Verizon's in the last four years.
- In inflation adjusted dollars, the single largest rate increase to basic service rates occurred under rate regulation in 1994.
- Consumer fixed monthly rate includes both a state and a federal charge component and these charges should be combined to assess the actual consumer total charge.
- AT&T's and Verizon's combined basic service charges are comparable. Primary line rates range from high of \$28.50 (Verizon) to low of \$21.24 (Citizen California).
- AT&T has the highest measured rate charges.

IV. Conclusion

The price of basic service should be evaluated relative to the broader market offerings. For example, for most consumers AT&T's basic service can be substituted by purchasing VoIP or mobile voice service at lower or higher prices depending upon available minutes, long-distance, bundling and the service provider chosen by the consumer.

When comparing basic service rates to market prices, it is also appropriate to combine the state rate with the federal subscriber line charge as these are both revenue to the basic service provider and more accurately reflects the price paid by the consumer. When excluding the federal subscriber line charge, wireline basic local voice service rates are generally less expensive than most other communications services. However, when including the subscriber line charge, basic local service rates are about the same as the providers' VoIP service rates, which include long distance. Further, when basic service is combined with unlimited long distance, wireline service is no longer the low price offering. Mobile voice and VoIP services are generally less expensive than wireline voice when including unlimited long distance.

Overall, for all services surveyed, market prices exhibit fluctuations up and down over time, depending on the service provider and service. While Verizon's wireline basic local service prices were higher than AT&T's between 1984 and 2010, AT&T's price increases since 2008 have resulted in AT&T's prices exceeding Verizon's since 2011. However, when considering the subscriber line charge, AT&T's basic service price is no-longer the highest.

While evaluation of basic service prices continues to be important, periodic monitoring of market prices and other market indices is appropriate. Other reports to review in context with this report produced by the Communications Division are the "Market Share Analysis of Retail Communications in California", the "Affordability of Basic Telephone Service Survey" and the "Limited English Proficiency Survey" reports. Together, these four reports provide context to the stability and health of the communications market. These reports can be found at: www.cpuc.ca.gov/PUC/Telco/generalInfo/CPUC+Reports+and+Presentations.htm

ⁱ See <http://www.att.com/shop/home-phone/landline.html>

ⁱⁱ 12-month rate; 1-yr contract; 3Mbps per month; See <http://www.att.com/shop/internet.html>

ⁱⁱⁱ Includes 200 minutes per month, then \$0.07 for each additional minute; Includes nation-wide calling, first published listing, U-verse messaging, call blocking, call forwarding, call waiting, caller ID, call waiting ID, and other features; See <http://www.att.com/shop/home-phone.html>

^{iv} Unlimited talk and text; 300 MB data per month; See <http://www.att.com/att/planner/>

^v Tablet only; 250 MB per month; Laptop is \$50 per month for 5 GB; See <http://www.att.com/att/planner>

^{vi} Unlimited talk and text; 300 MB per month; See <http://www.att.com/att/planner/>

^{vii} All Distance Package; Includes caller ID, call waiting, call waiting ID, three way calling, call return, call forwarding, priority ringing and other features; See <http://www.att.com/>

^{viii} New customers only; Modem required; 250 GB per month; 1-yr contract; 200 voice minutes; See <http://www.att.com/u-verse/shop>

^{ix} Economy Plus Internet; 6-month introductory rate; Download speeds up to 3Mbps; New customers only; See http://www.comcast.com/cen_internet

^x New customers only; Unlimited local calling and nationwide long distance; Includes voicemail, text messaging, call waiting, caller ID, and other features; See <http://www.comcast.com/home-phone-service.html>

^{xi} Download speeds up to 5Mbps; 1GB cloud storage; \$34.99 for first three months; Includes 10 email accounts; See <https://store.cox.com/residential-store/shop.cox?hsi=w>

^{xii} Digital Telephone Starter Plan; Includes phone and modem; Unlimited local calling; Includes 900 Blocking, Call Caller ID Blocking, and other features; See <https://store.cox.com/residential-store/shop.cox?hsi=w>

^{xiii} Internet Essential and Phone Essential Plan; Speeds up to 5 Mbps; 1 GB online backup; Includes 10 email accounts, call waiting, call forward busy, 900-blocking, busy line redial, call waiting ID, caller ID, unlimited local calling, and other features; See <https://store.cox.com/residential-store/shop.cox?dt=w>

^{xiv} Basic Plan; Unlimited minutes and long distance; Includes voicemail, caller ID, call waiting, 3-way calling, call forwarding, unlimited messaging, and other features; See http://www.mycricket.com/cell-phone-plans/plan/35_35n

^{xv} Light Plan; 2GB at download speeds up to 1.4Mbps; See <http://www.mycricket.com/broadband/plans>

^{xvi} Smart Plan; 2.5GB; Unlimited minutes and long distance; Includes caller ID, call waiting, 3-way calling, call forwarding, unlimited text, and other features; See <http://www.mycricket.com/cell-phone-plans#smartphone-plans>

^{xvii} See <http://carrier.frontiercorp.com/crtf/tariffs/u/38/CA/local/Tariff.pdf>

^{xviii} Simply Broadband Plan; Download speeds up to 6Mbps; 2-year price lock with no contract; Includes wireless router; See <http://west.frontier.com/internet>

^{xix} Unlimited nationwide calling; See <http://west.frontier.com/phone>

^{xx} See <http://west.frontier.com/phone>

^{xxi} Broadband Ultra and Digital Phone Essentials Plan; Download speeds up to 12 Mbps; 2-year price lock but no contract; Wireless router included; See <http://west.frontier.com/availability>

^{xxii} Service from Magic Jack, Skype and Vonage require a separate broadband connection, which is not factored into the price.

^{xxiii} First six months free with the purchase of required equipment for \$39.95; First time customers only; Unlimited local and long distance to US and Canada; Includes caller ID, voicemail, call forwarding, call waiting, and other features; See <http://www.magicjack.com/plans.html>

^{xxiv} Unlimited minutes, data and text; First 500 MB on 4G LTE speeds, then speeds slowed after 500 MB; Includes voicemail and other features; See [http://www.metropcs.com/metro/category/simpleplans/Plans/detail/Our_most_affordable_plan_Only_\\$40/mo./TTD40-4G](http://www.metropcs.com/metro/category/simpleplans/Plans/detail/Our_most_affordable_plan_Only_$40/mo./TTD40-4G)

^{xxv} Unlimited minutes to US and Canada; See <http://www.skype.com/en/rates/>

^{xxvi} Basic Prepaid Plan; No smartphones; 500 monthly minutes and unlimited Text and Data; See <http://www.sprint.com/landings/prepaid/>

^{xxvii} 1 GB per month; May require up to a \$36 activation fee/line; See http://shop.sprint.com/mysprint/shop/plan/plan_wall.jsp?tabId=pt_data_plans_tab&INTNAV=ATG:HE:DataOnlyPlans

^{xxviii} Includes 1 GB per month; Unlimited minutes and text; See <https://now.sprint.com/framily/>

^{xxix} Basic Local Service Plan; Unlimited calls in extended local calling area; See <http://www.surewest.com/telephone/service>

^{xxx} \$52.99 after 24 months; Download speeds up to 5 Mbps; Includes 6 email accounts, 1 dynamic IP address, 5 GB personal web space, and other features; See <http://www.surewest.com/internet/highspeed.php>

^{xxxi} Digital 300 Plan; 300 anytime minutes; \$0.39 per minute on calls over 300 minutes; Includes long distance calling; Incoming calls are free; See <http://www.surewest.com/DigitalPhone/>

^{xxxii} National Unlimited Select Plan; Includes voicemail and other features; See <http://www.surewest.com/telephone/service/>

^{xxxiii} Digital 300 Plan; 300 anytime minutes; \$0.39 per minute on calls over 300 minutes; Includes long distance calling; Incoming calls are free; See <http://www.surewest.com/DigitalPhone/>

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- ^{xxxiv} Everyday Low Price Plan; Download speeds up to 2 Mbps; Includes 5 email accounts, 100 MB of space; See <http://www.timewarnercable.com/en/internet/internet-service-plans.html>
- ^{xxxv} Home Phone National Plan; Includes unlimited long distance; Price is for 12 months; Includes caller ID, call waiting, and other features; See <http://www.timewarnercable.com/en/phone/domestic-international-calling-plans.html>
- ^{xxxvi} Unlimited web and text with 100 minutes of talk per month; First 5 GB at up to 4G speeds; Unlimited international texting from US; This plan is only available for devices purchased from Wal-Mart or devices activated on T-mobile.com
- ^{xxxvii} Simple Choice Mobile Internet Plan; 1 GB per month at high speeds, then unlimited data at slowed speeds; Unlimited international web and text when roaming; Unlimited Web access via Wi-Fi at T-mobile HotSpots; See <http://www.t-mobile.com/cell-phone-plans/mobile-internet.html>
- ^{xxxviii} See <http://www.verizon.com/tariffs/PDFViewer.aspx?doc=171804>
- ^{xxxix} Download speeds up to 15Mbps; Price valid for 12 months, then \$69.99 for months 13-24; Two year agreement required; Includes Verizon WiFi; Verizon also offers DSL for \$19.99 per month as part of a bundled package with home phone service; See <http://www.verizon.com/home/fios-fastest-internet/>
- ^{xl} FiOS Digital Voice Unlimited Plan; Includes domestic long distance, Canada and Puerto Rico; Include voicemail, caller ID, call waiting, online account manager, and other features; See <http://www.verizon.com/home/phone/fiosdigitalvoice/#plans>
- ^{xli} Includes 700 minutes; Not available for purchase online.
- ^{xlii} Connected Device Plan; Includes 4 GB per month; See <http://www.verizonwireless.com/wcms/consumer/devices/delphi-connect.html>
- ^{xliii} Includes 1 GB per month; Unlimited talk and text; See <http://www.verizonwireless.com/>
- ^{xliv} Freedom Essentials Plan; See <http://www.verizon.com/home/MLP/OnlineHSIDP.html?x1=ksjd9874>
- ^{xlv} Double Play Plan; Price for two years with contract; Download speeds up to 1Mbps; See <http://www.verizon.com/home/highspeedinternet/>
- ^{xlvi} 400 minutes to US and Canada, with additional minutes \$0.05 each; Free activation with one year agreement; Includes caller ID, call waiting, anonymous call block, 3-way calling, call forwarding and more; See <http://www.vonage.com/>