

What is the Guide?

Doing business on a day-to-day basis has become difficult enough. Having to wade through pages of contracts and price schedules as part of doing business is truly a nuisance and likely not something that you'd like to spend your time and energy on. We understand. That is why as part of our commitment to be more responsive, collaborative, and empathetic to your organization's needs; we've simplified our contractual agreements and provide you with this Service Publication and Price Guide, better known as the *Guide*.

The *Guide* is incorporated by reference into our contracts, allowing us to make the paper contract shorter. This also enables us to update our current offers, rates and terms and add new features and SLAs more easily.

What services does the Guide cover?

The Guide continues to cover our Business Services offerings including:

- a. Business Telecommunications services provided by the former MCI carriers (except services under tariffs)
- b. Certain Business Internet, Management, Security, CPE, and other services (not comprehensive)

Note however, the Guide does not include:

- a. Consumer-related products and services
- b. Incumbent Local Exchange Carrier (ILEC) Services
- c. Tariffed Services by any provider
- d. Non-U.S. Services

How it works:

Services

- a. Most of the Guide provides information on Verizon Business services.
- b. Find your service and click on the name link to see all of the Guide content for that service, including rates, service descriptions, and terms and conditions
- c. Services are listed by category and alphabetically for easy navigation.
- d. Services that are no longer available to new customers are located [insert]

Special Customer Agreements (SCAs)

Summaries of individually-negotiated Special Customer Arrangements for interstate telecommunications services are available for informational purposes.

What's New

The What's New link describes the most recent changes to the Guide. You can subscribe to receive an e-mail alert whenever the Guide is updated or modified by clicking on [Receive E-mail alerts](#).

Guide Archive

Access the Guide Archive, allowing you to view prior amendments made to the Service Publication and Price Guide as far back as October of 2008, and easily reference historic pricing and terms.

Links to Related Information

- **Tariffs.** Tariffs still govern standard service rates and terms for certain interstate and in-state telecommunications services
- **Arizona CPNI**