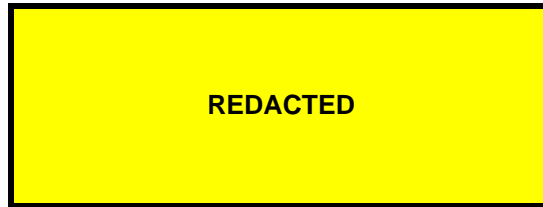
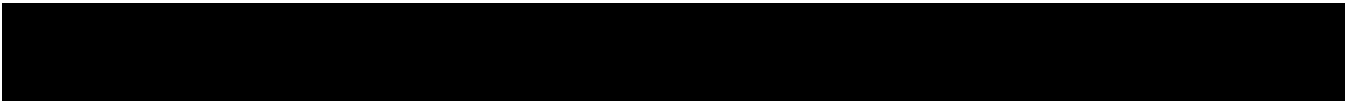
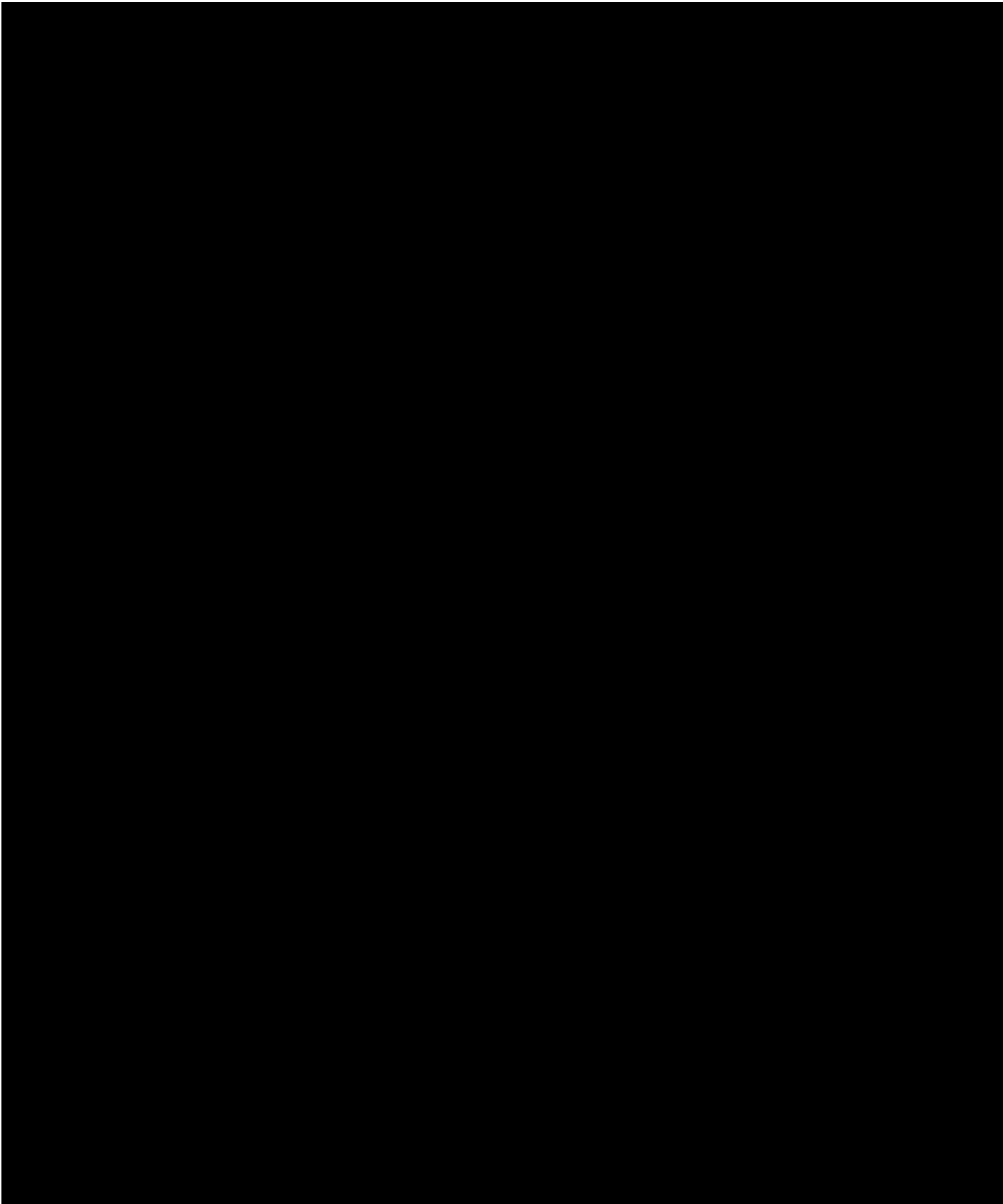
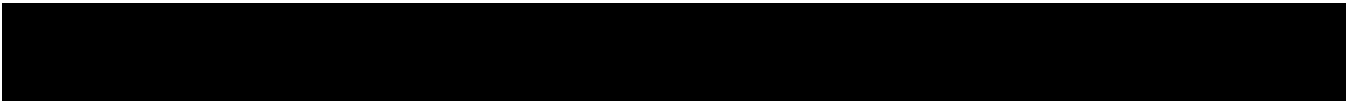
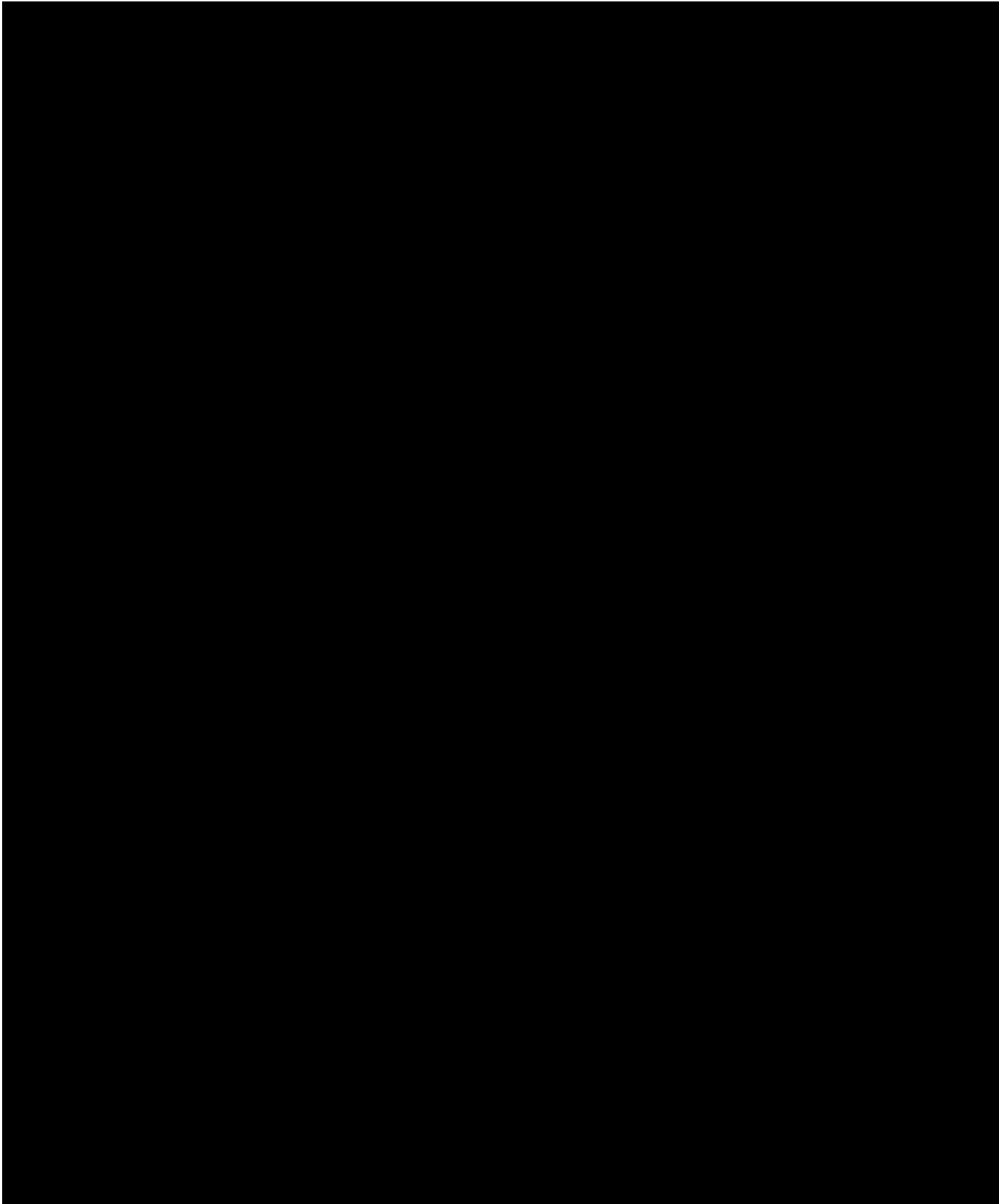
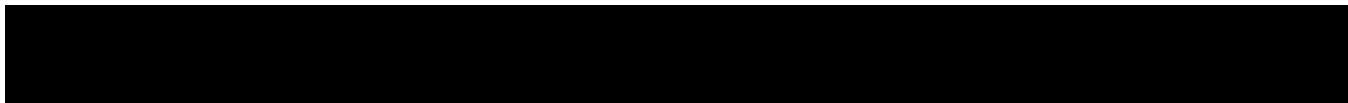
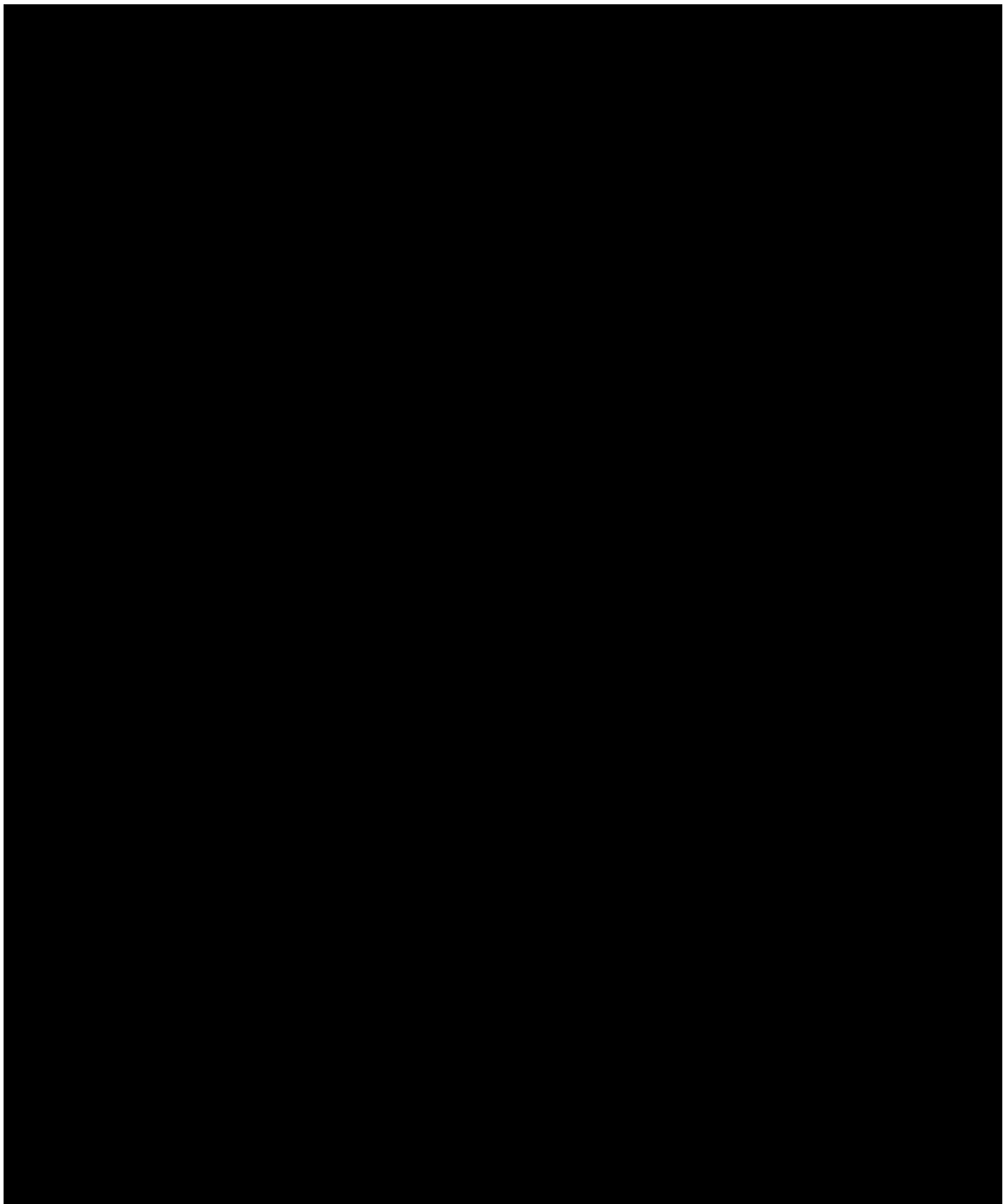


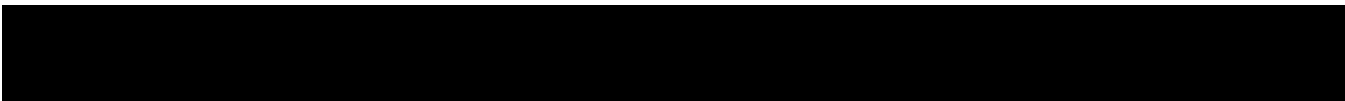
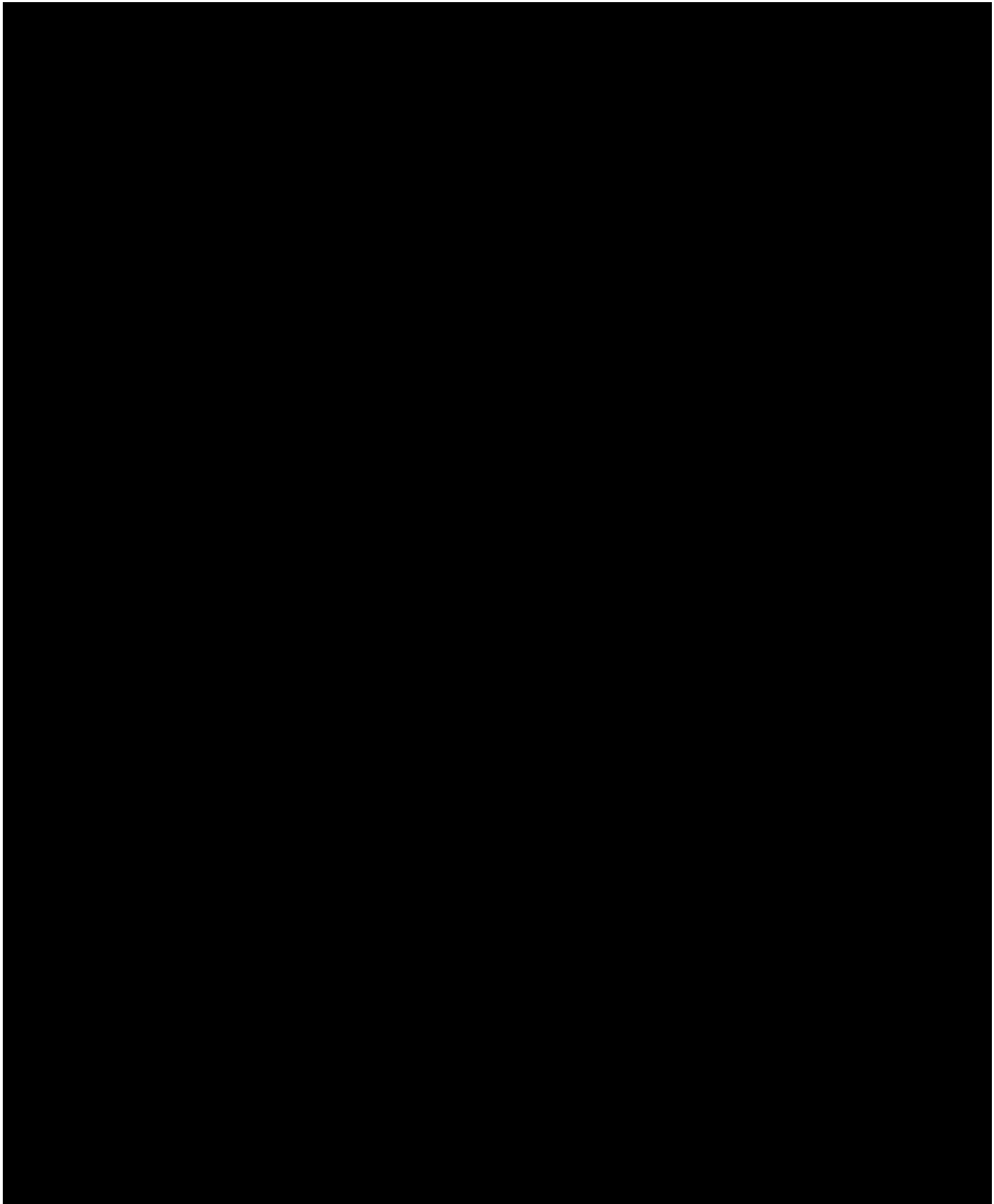
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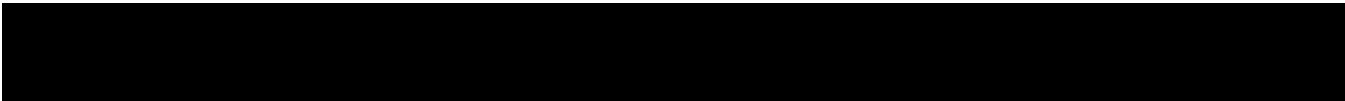
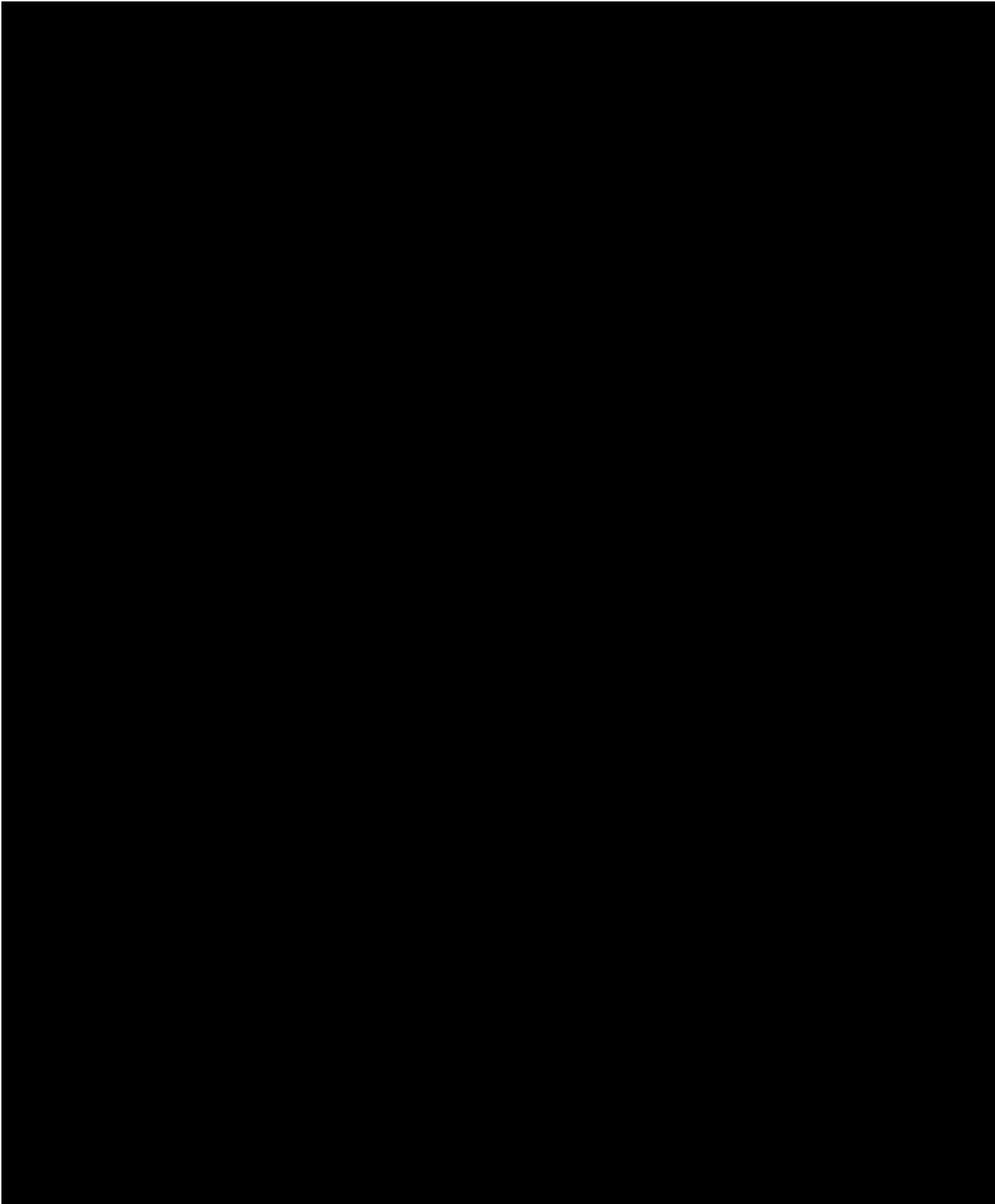


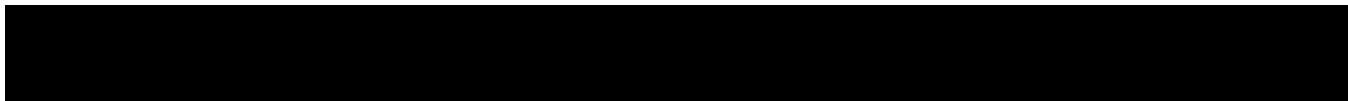
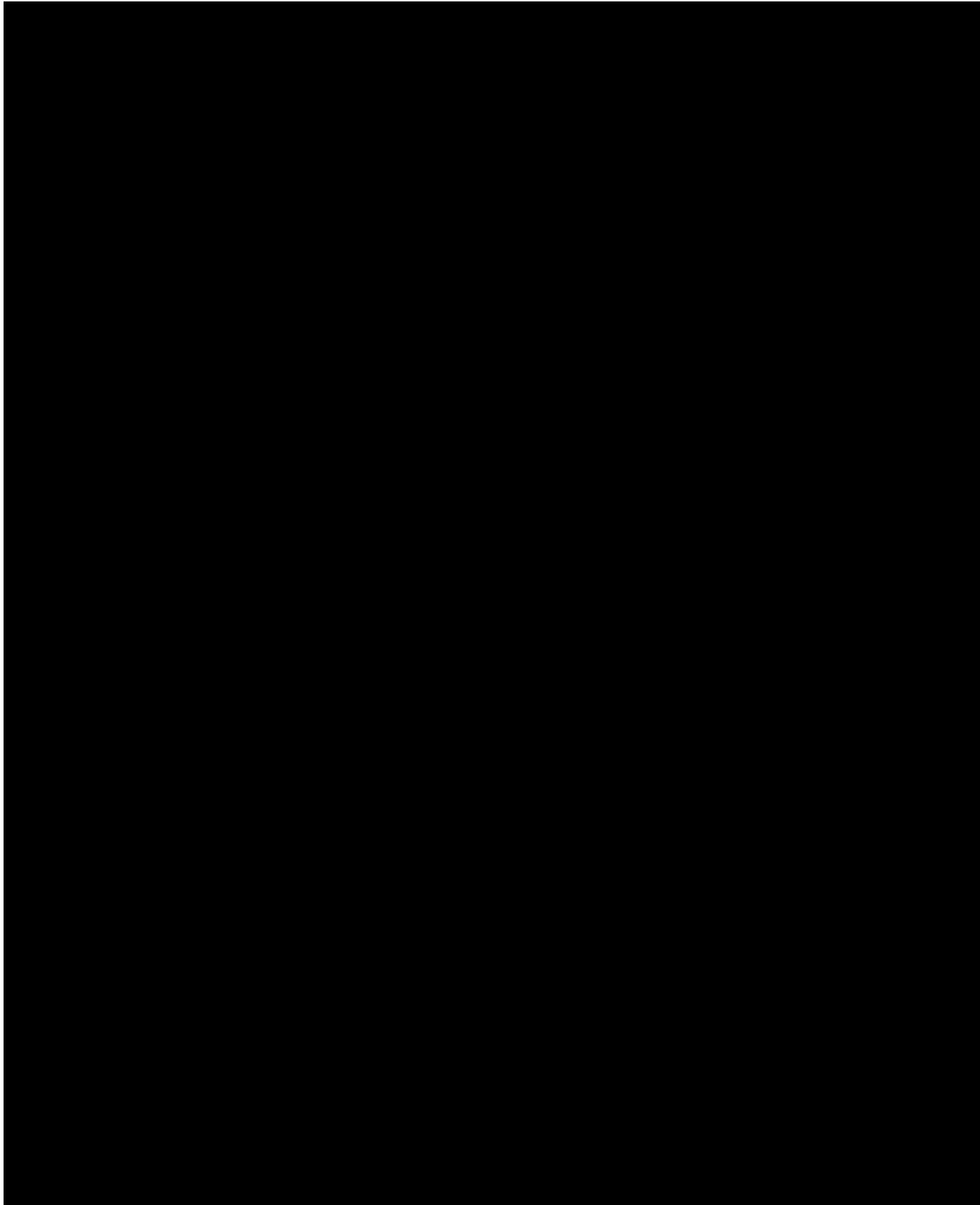


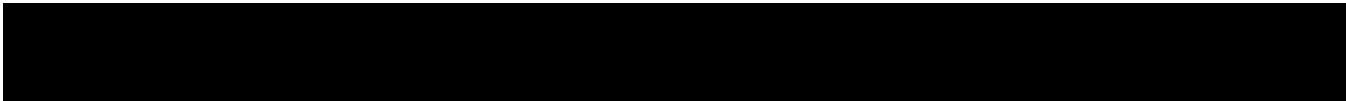
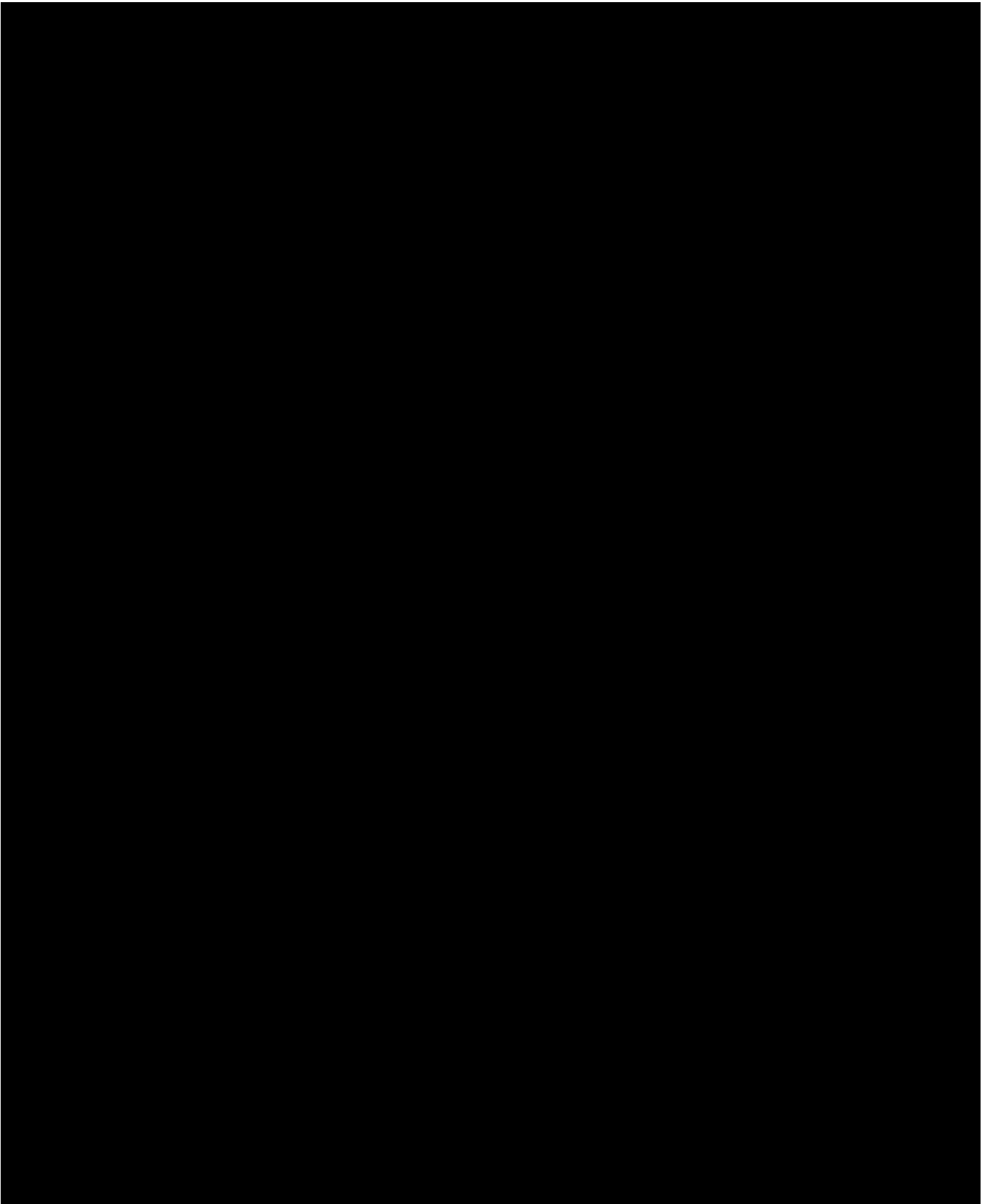


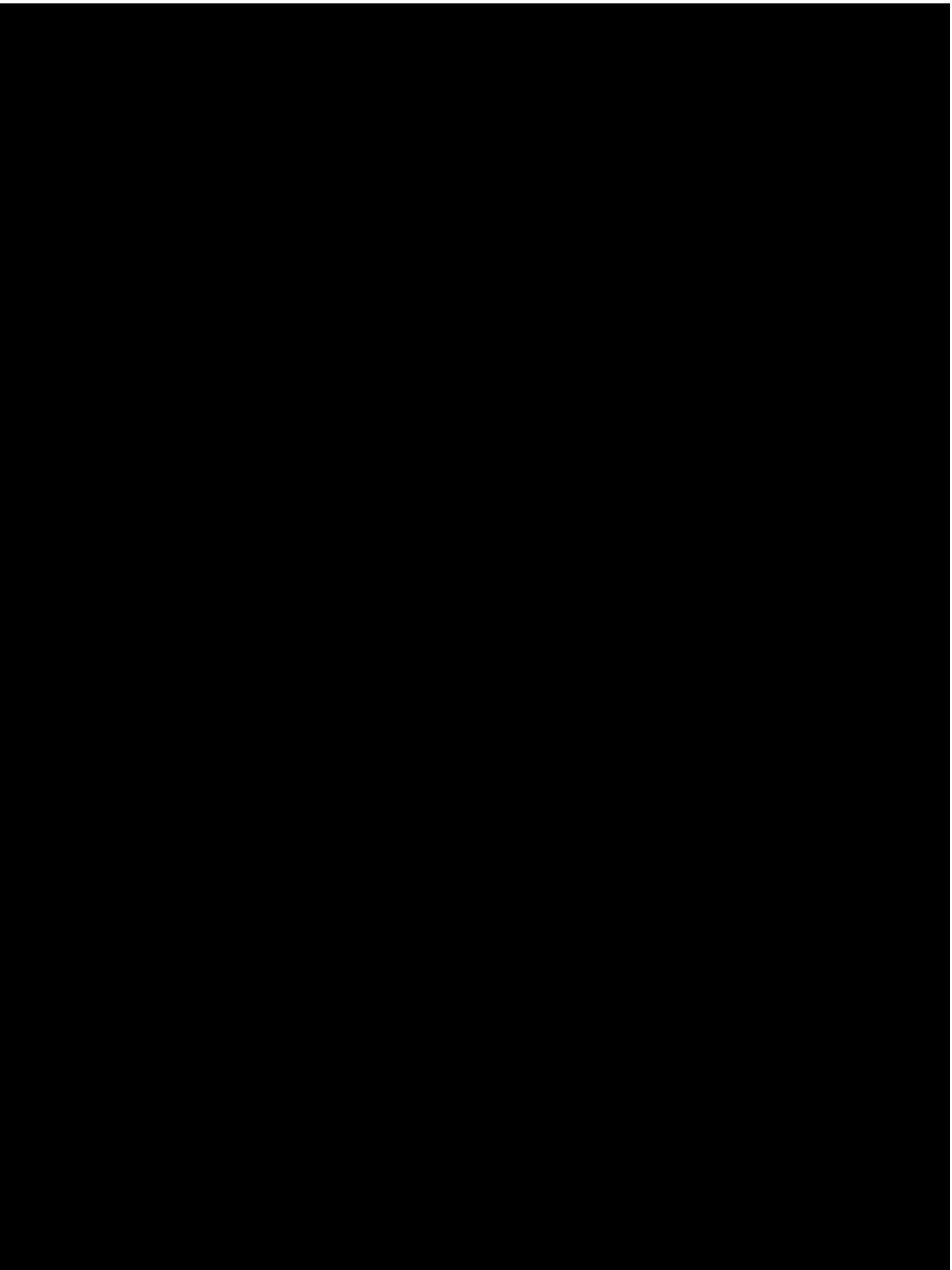


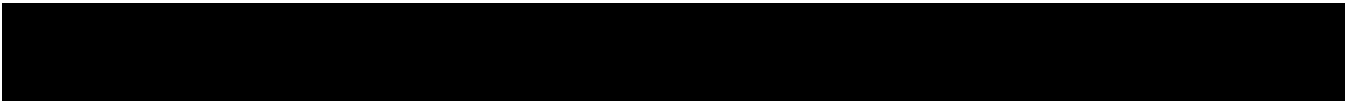
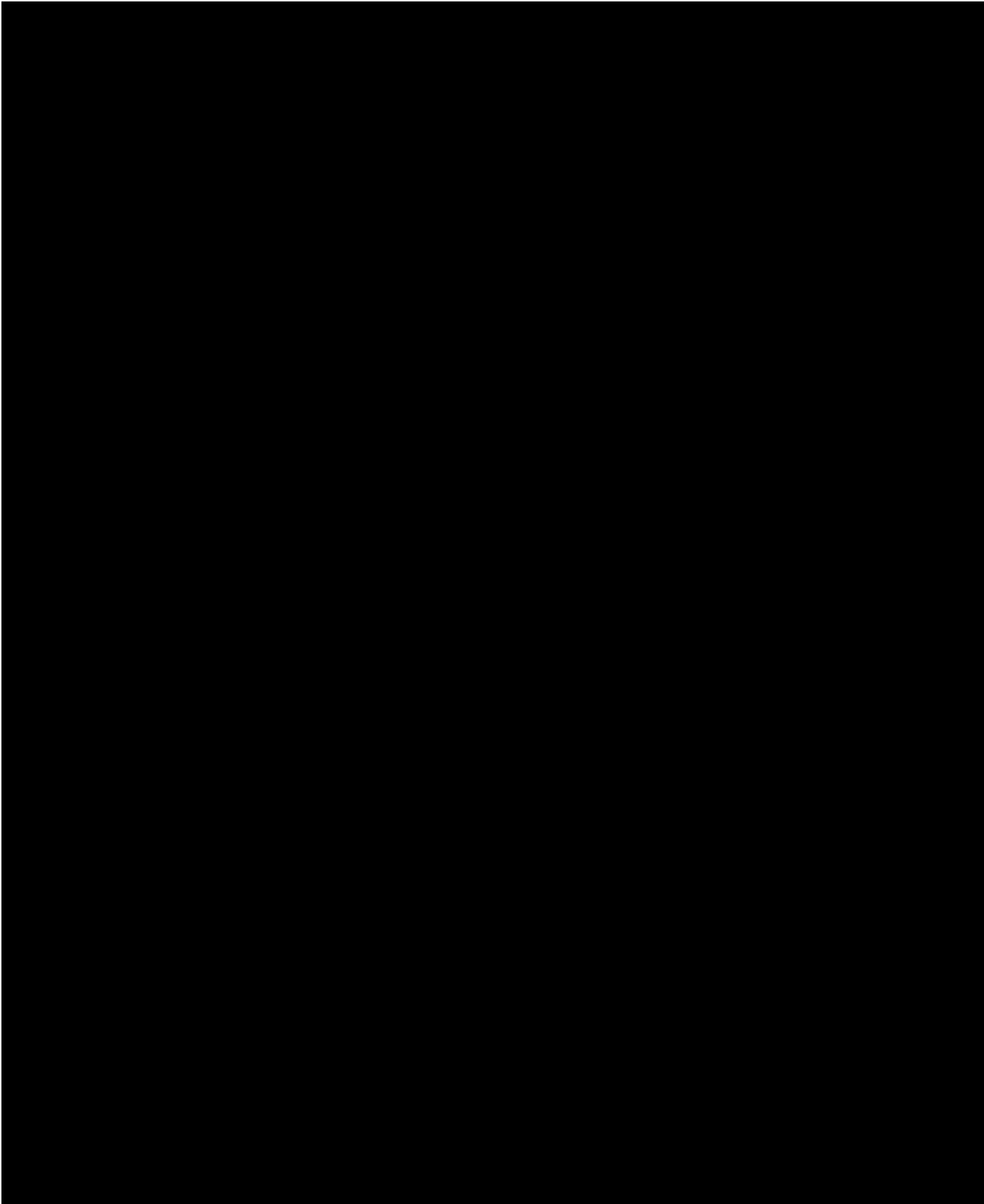


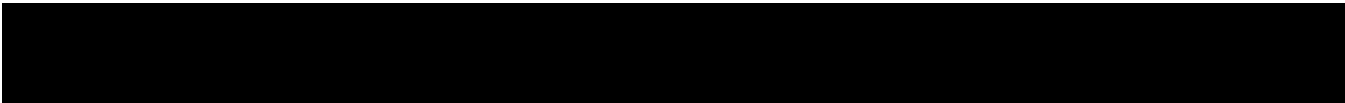
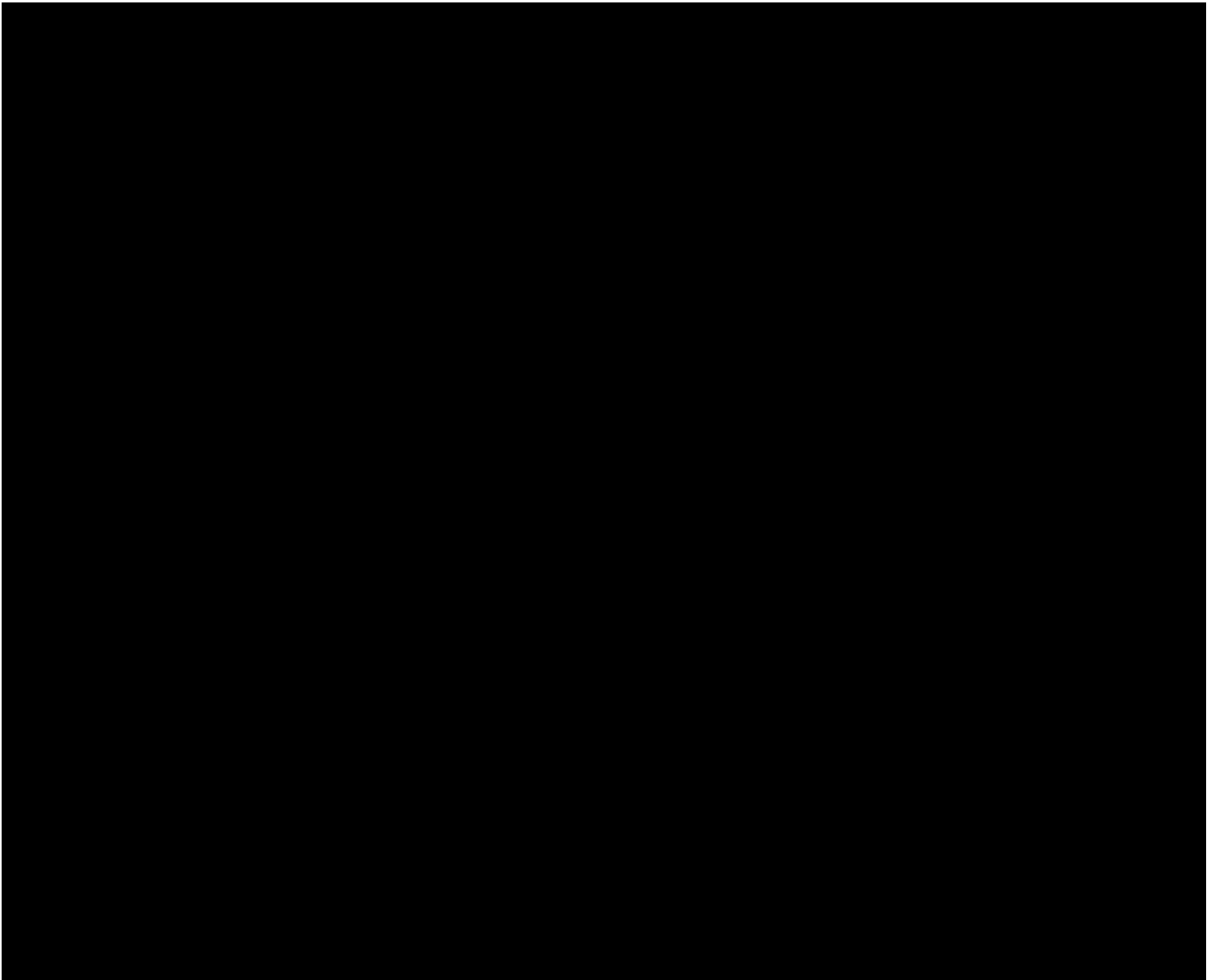


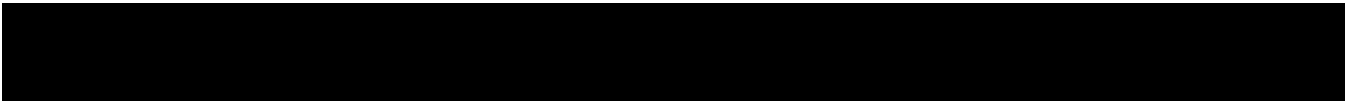
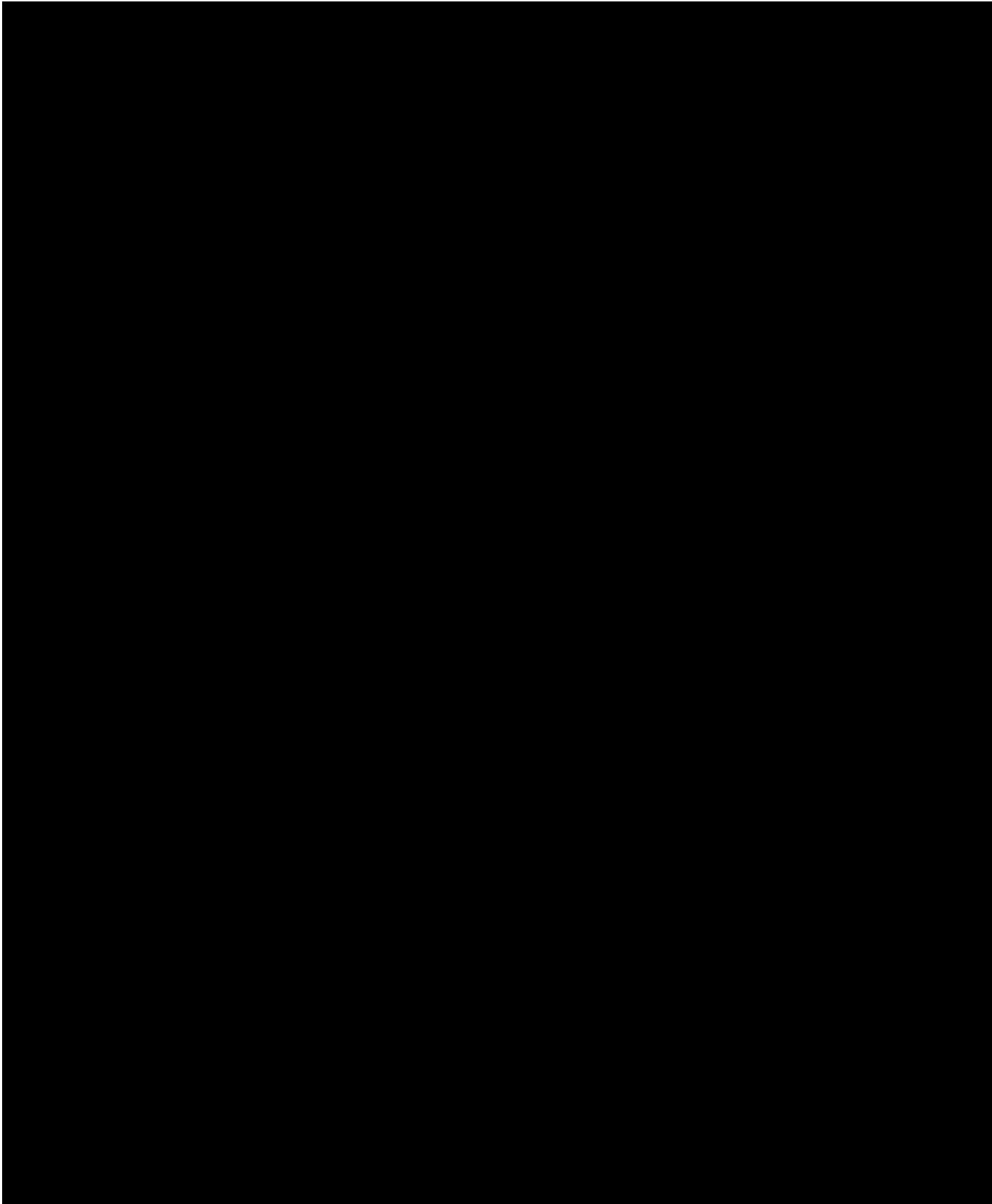


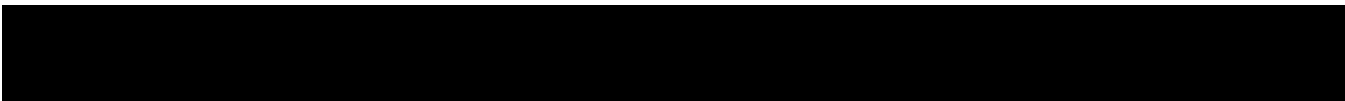
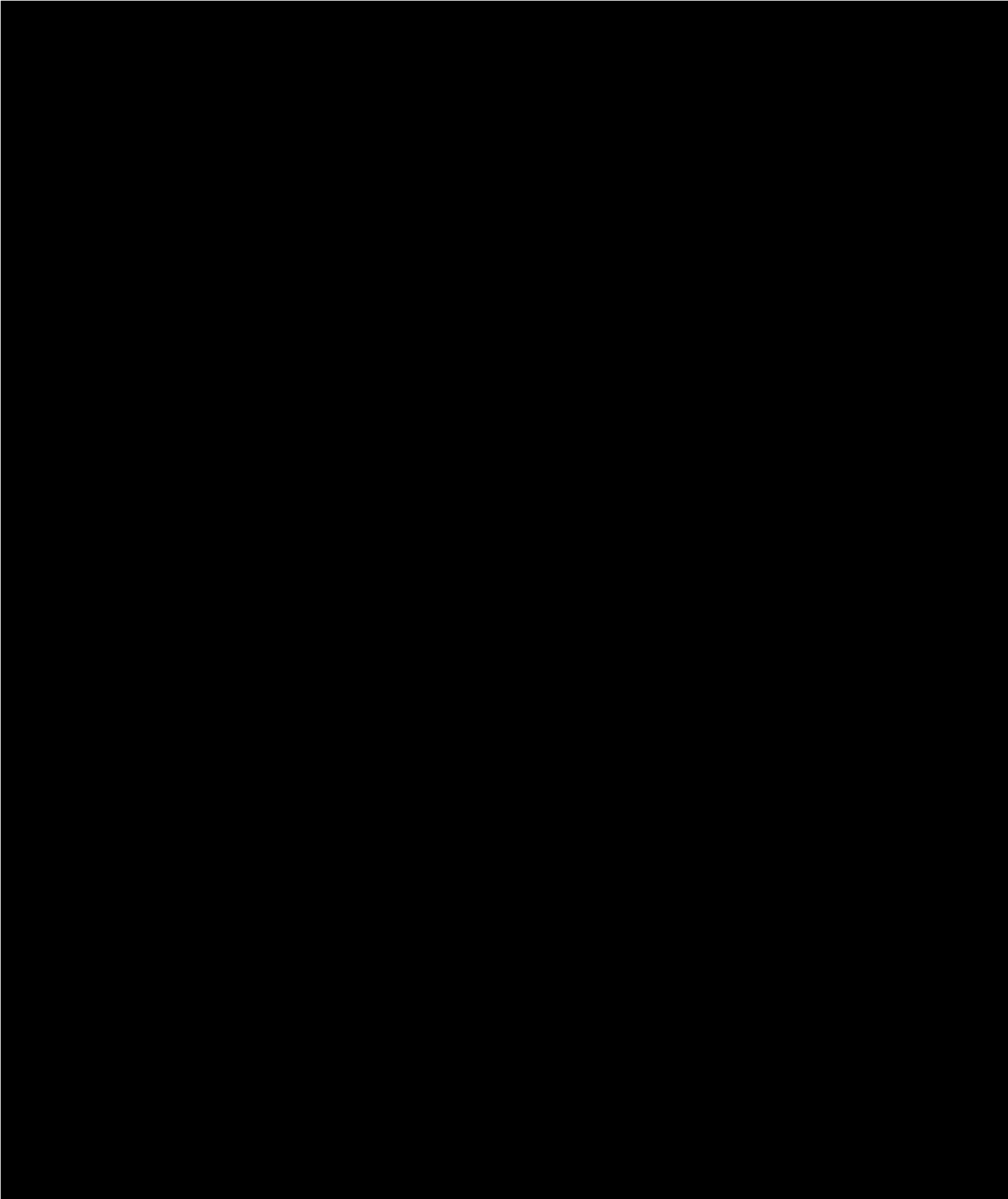


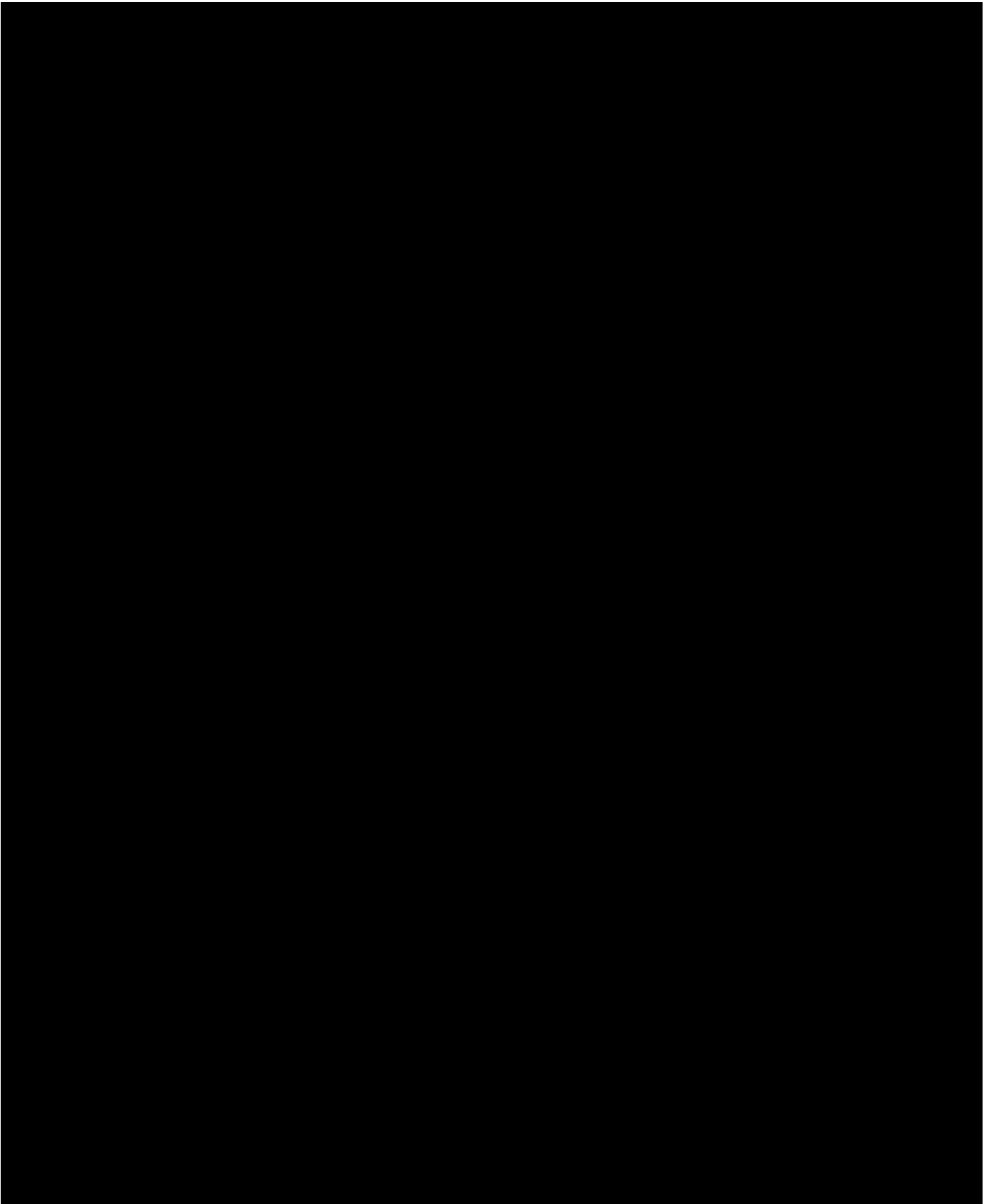


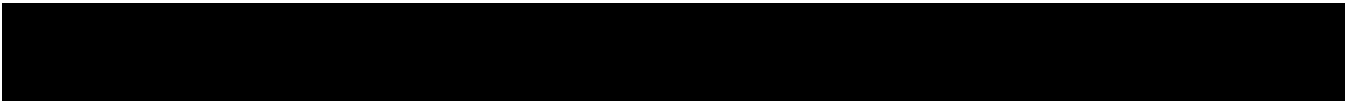
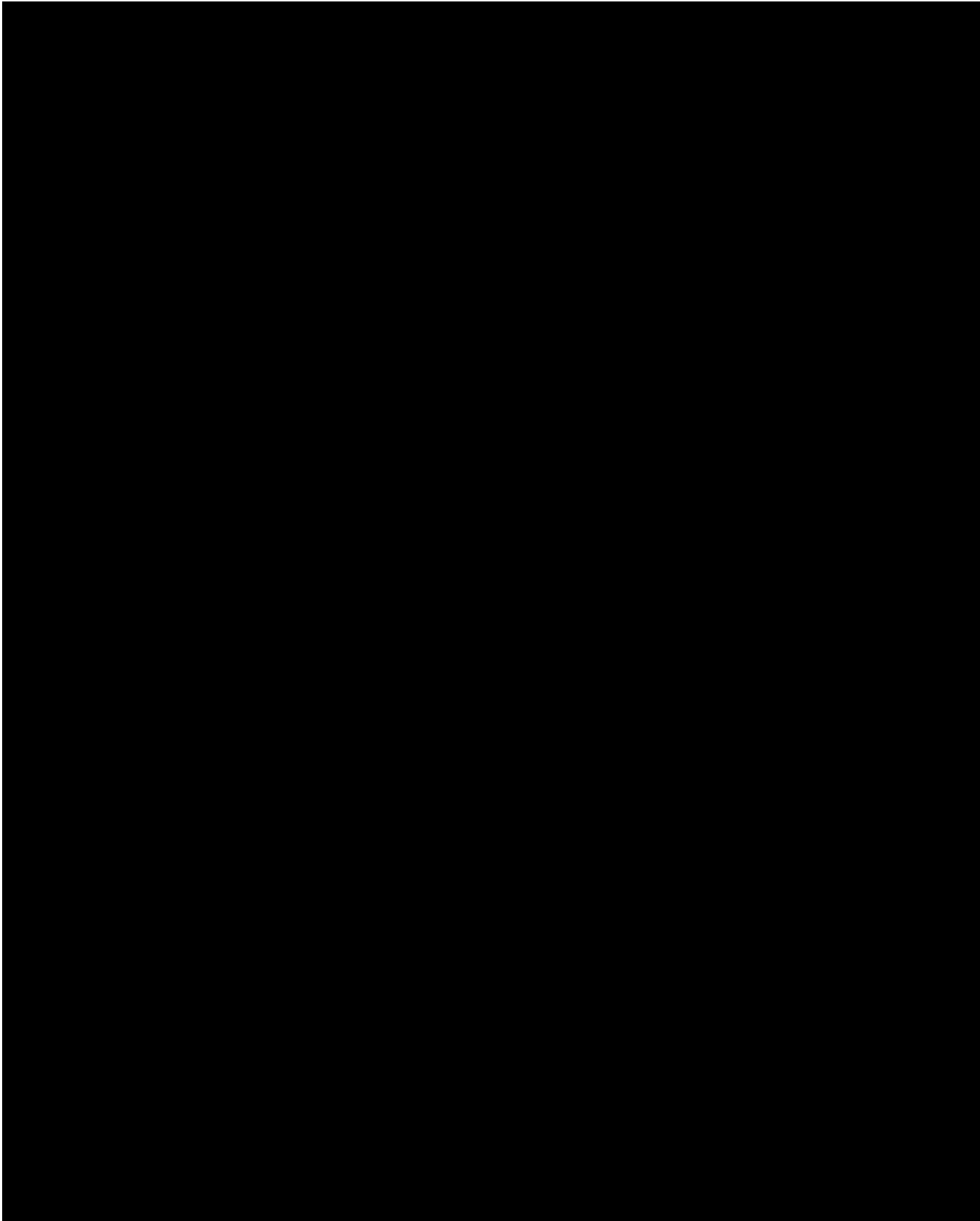


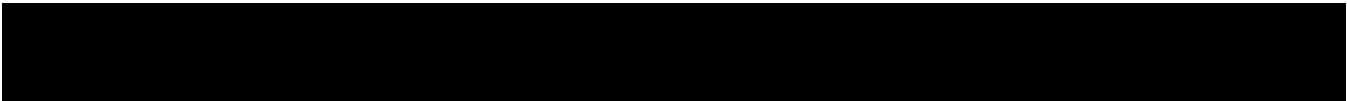
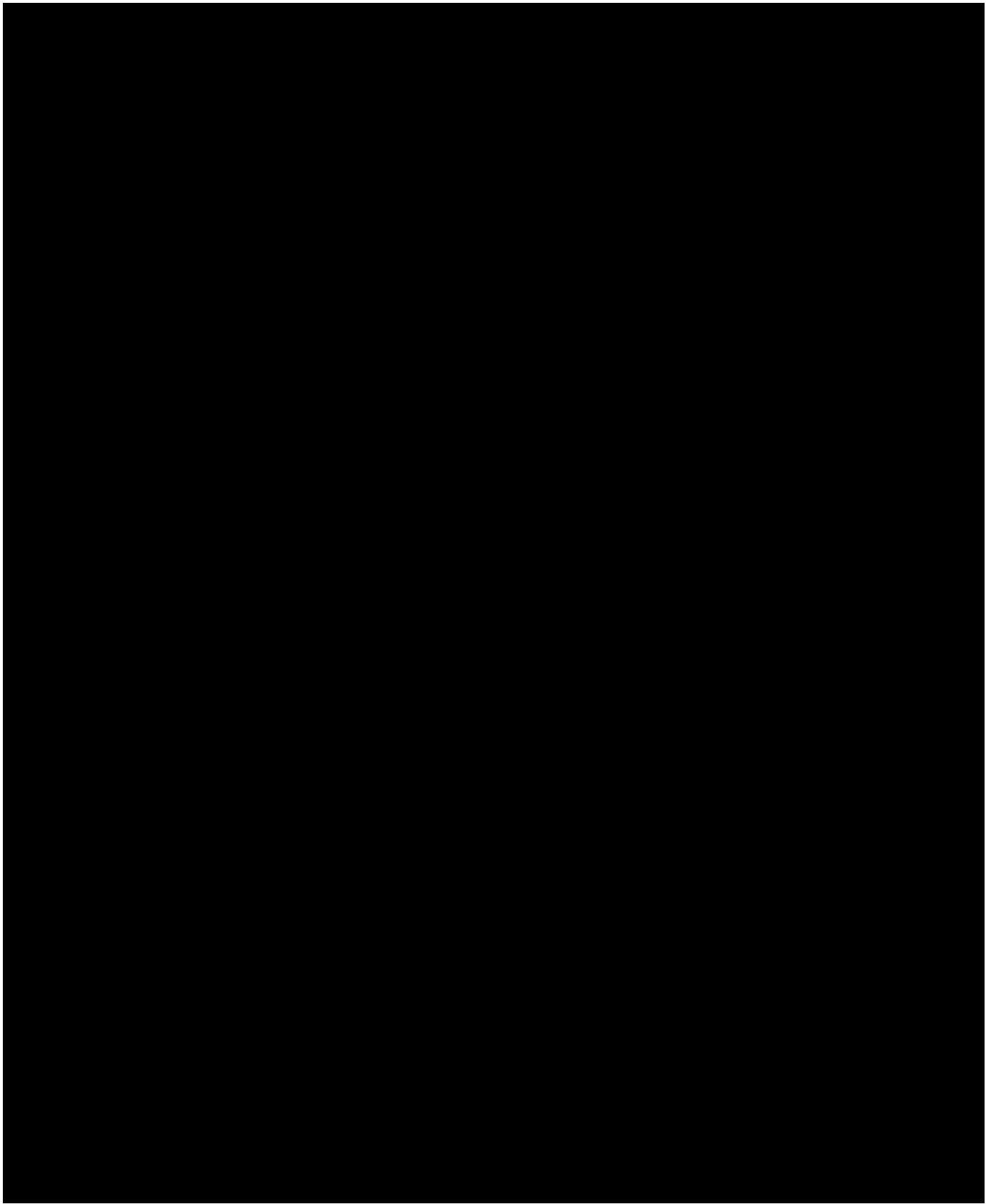


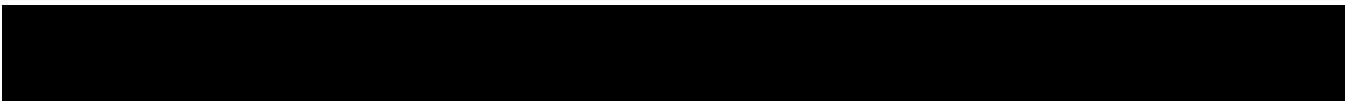
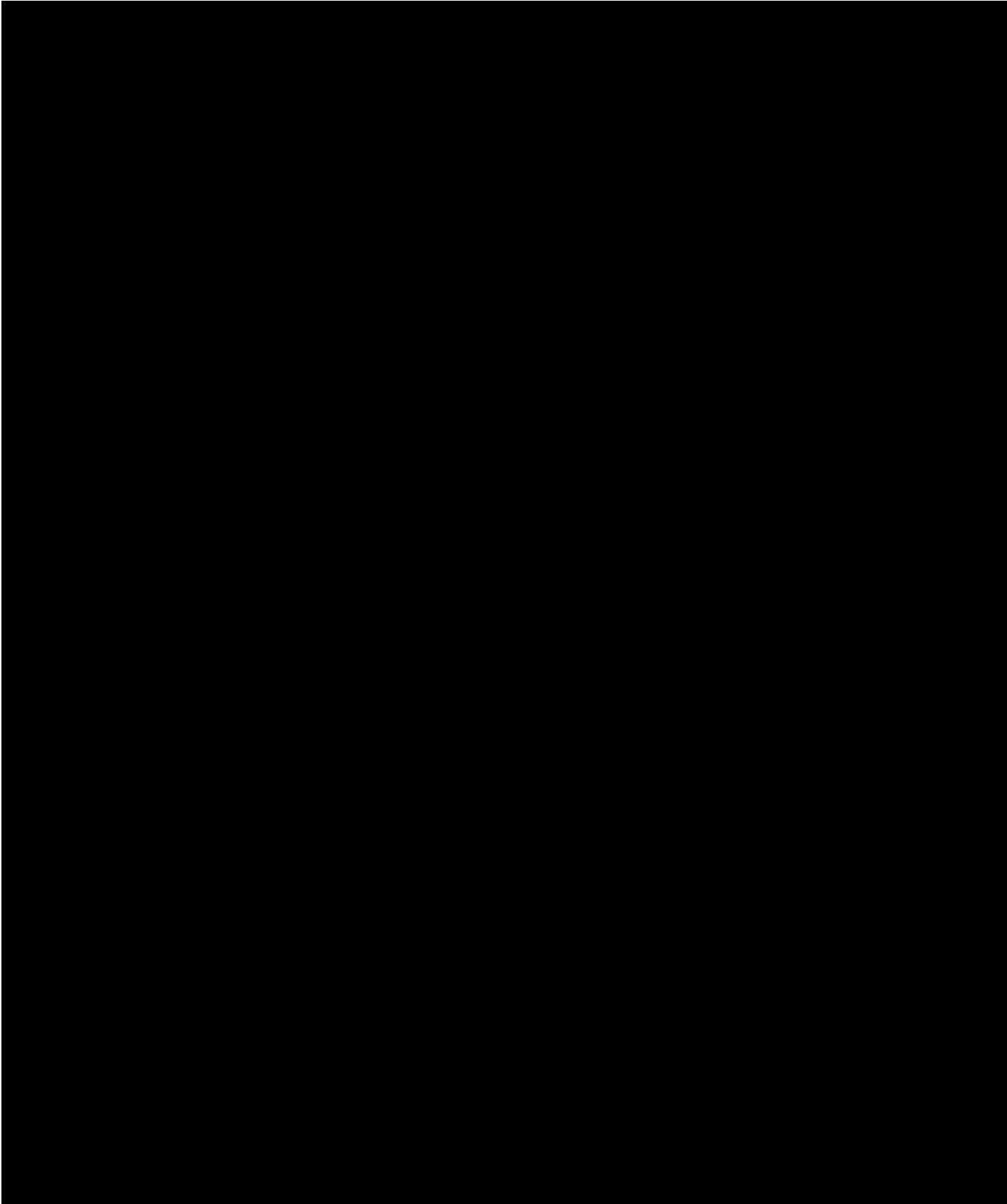


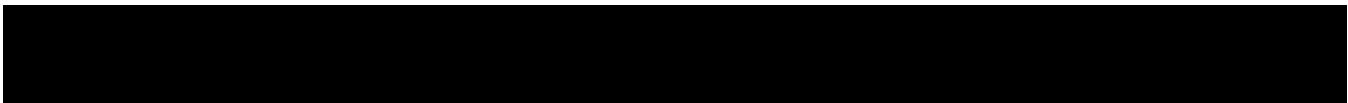
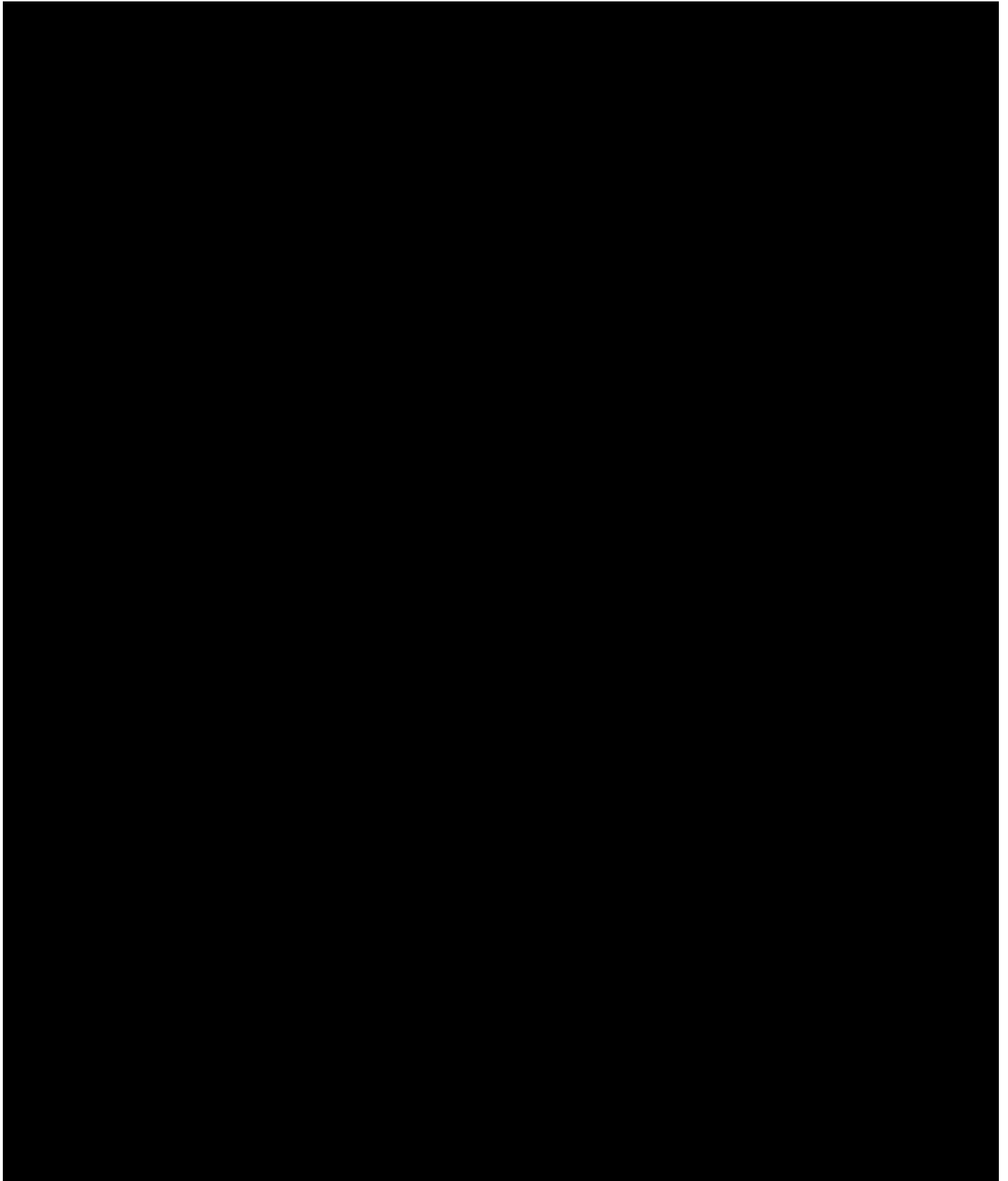


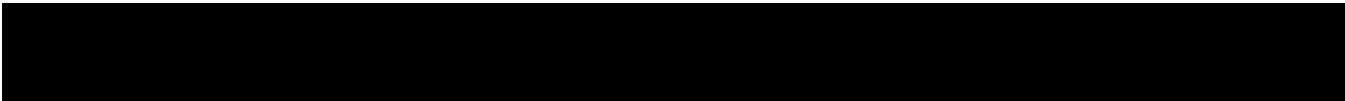
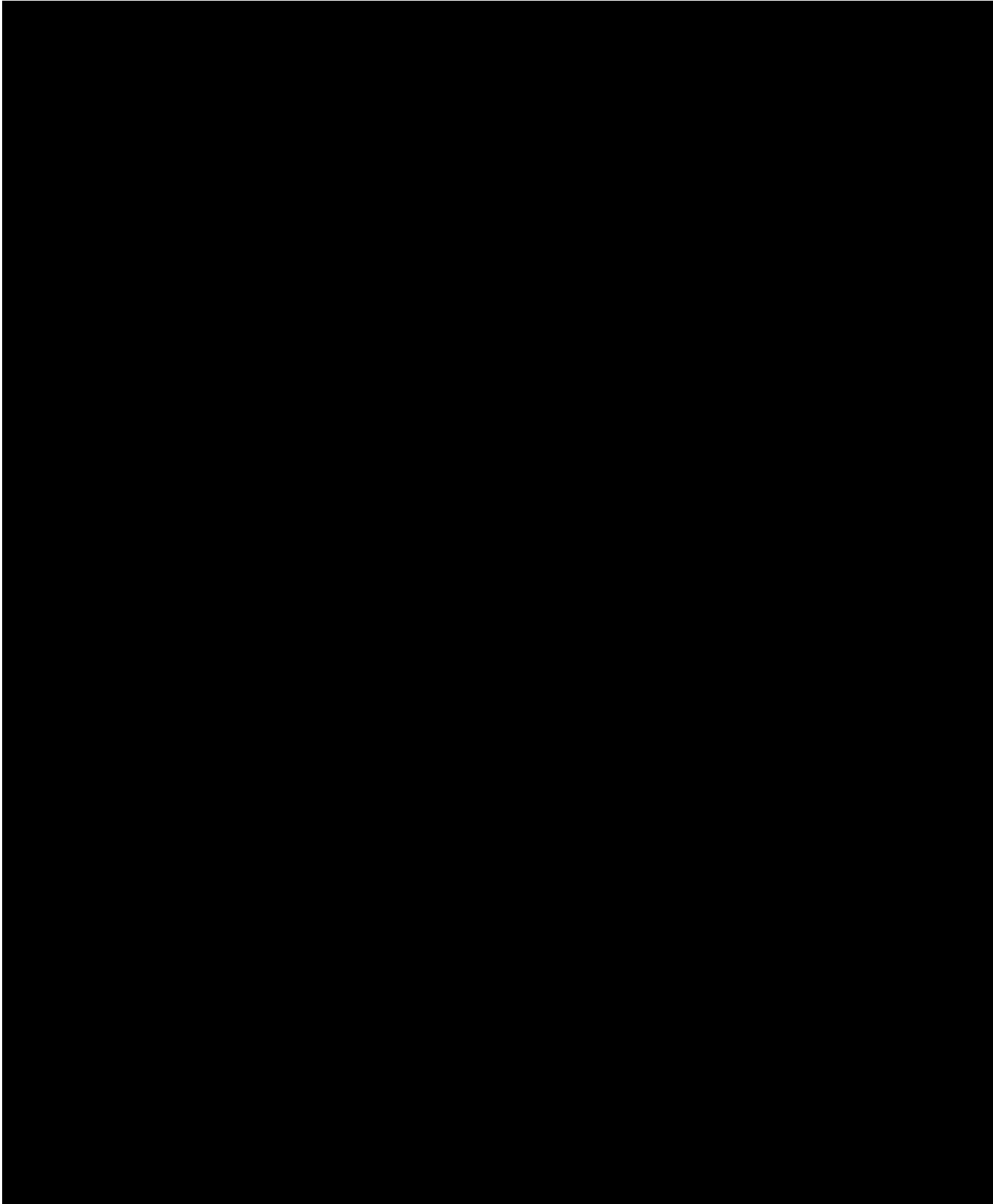


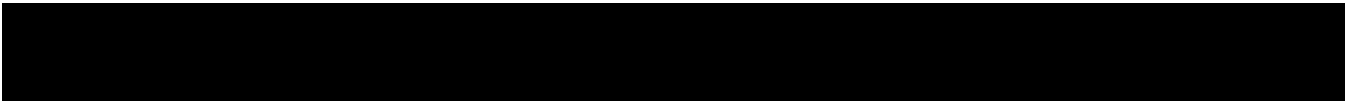
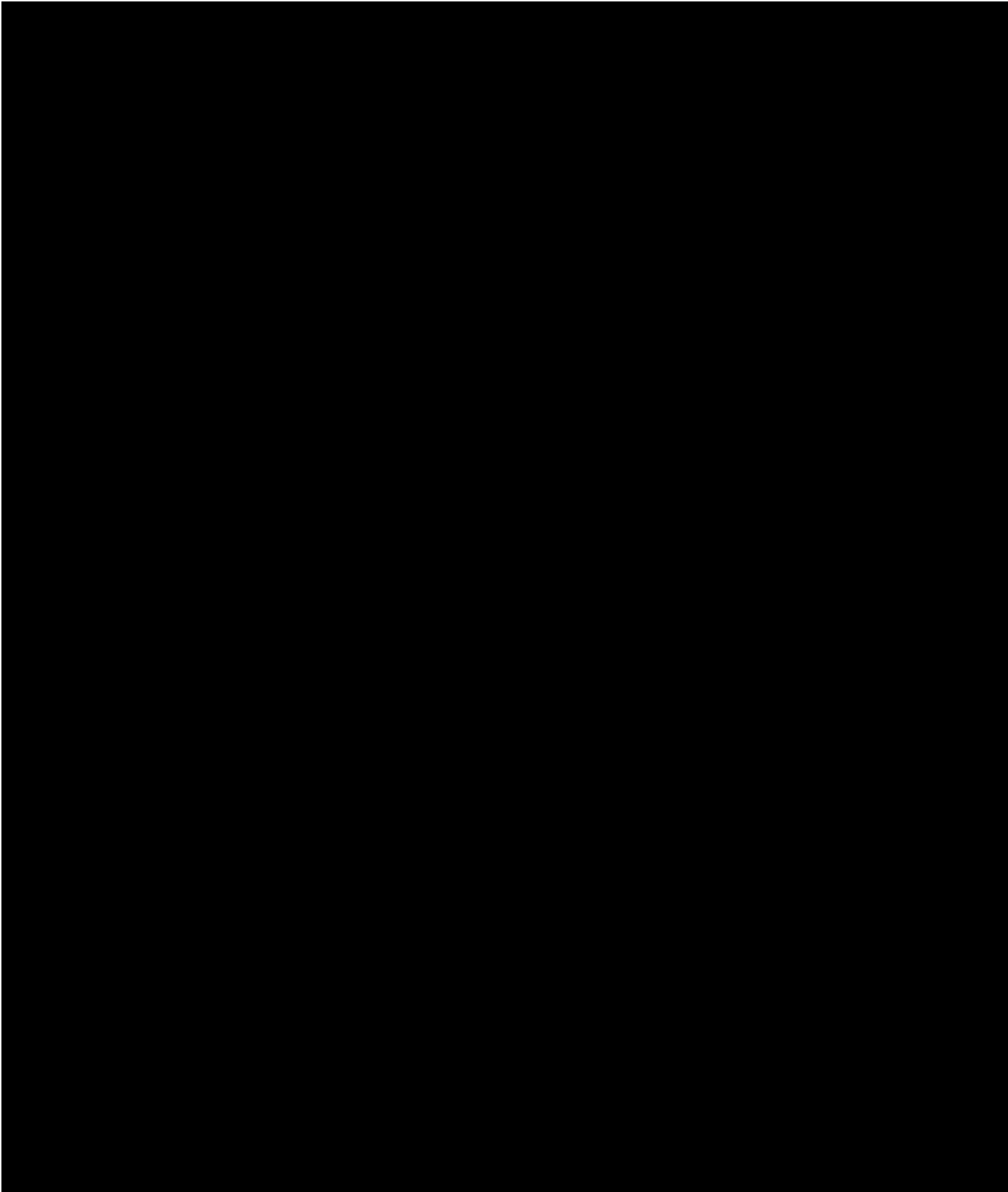


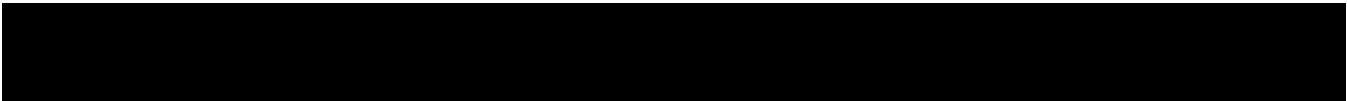
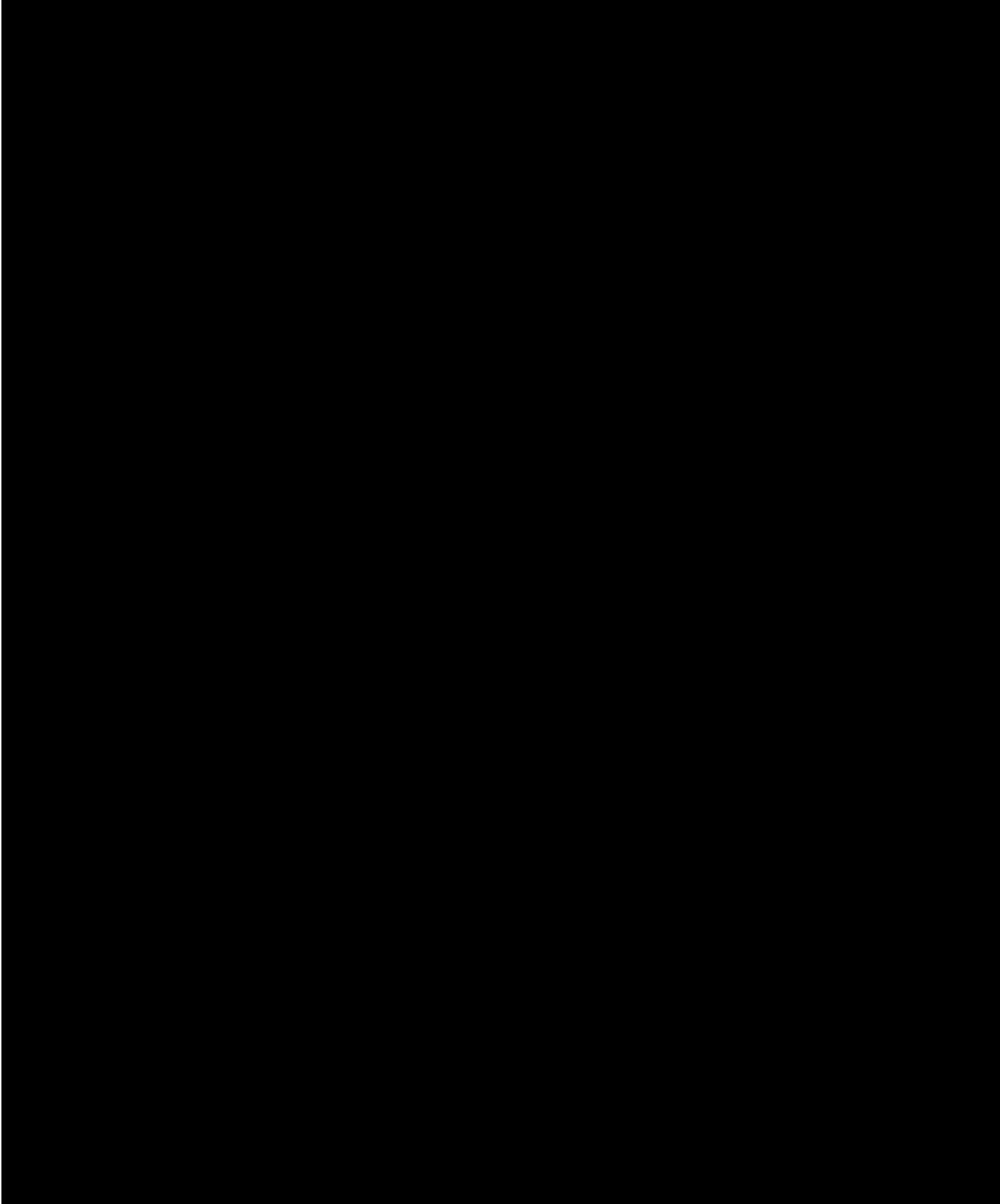


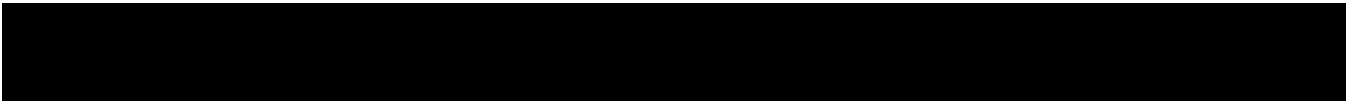
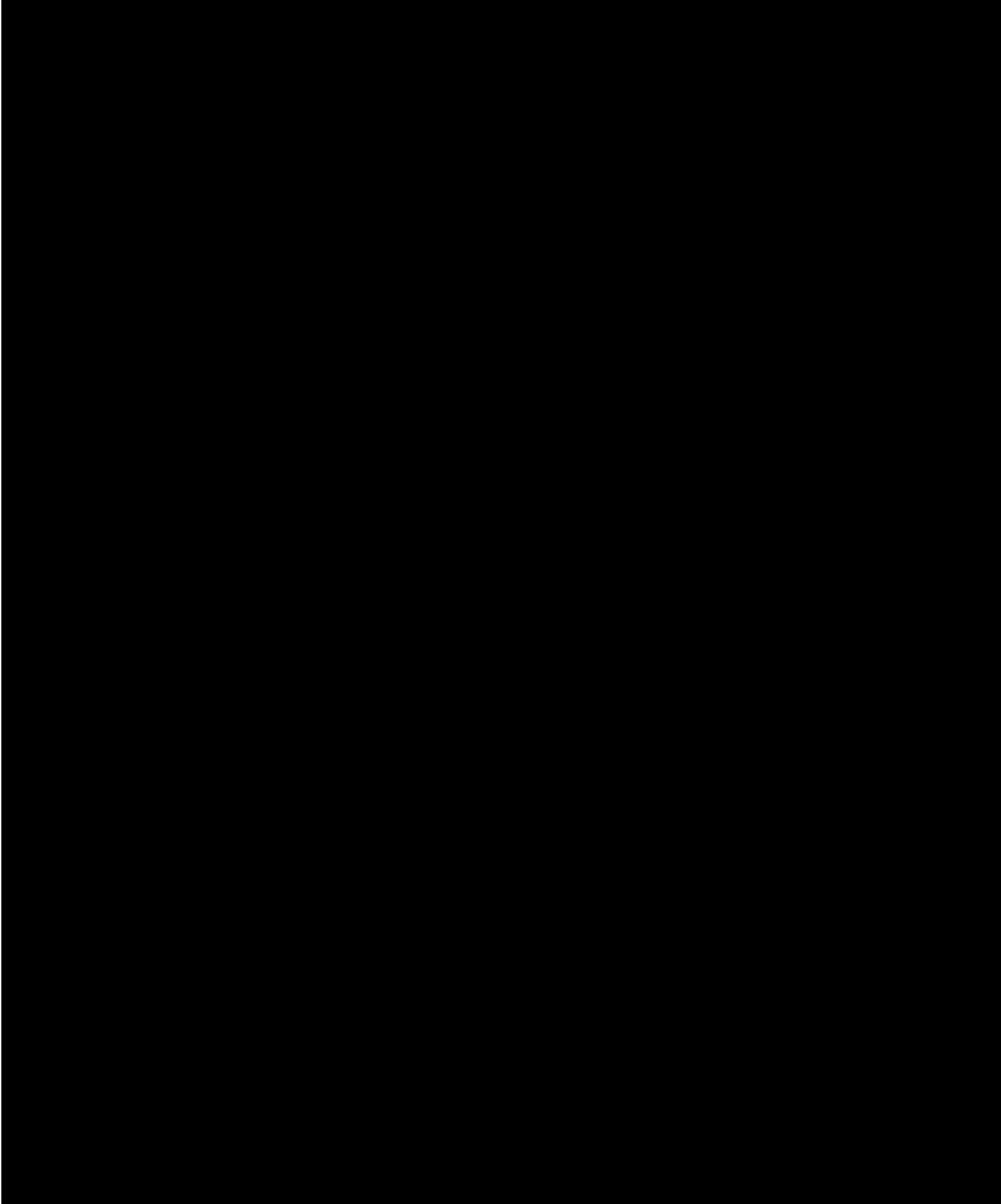


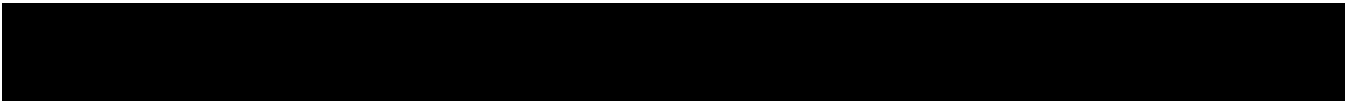
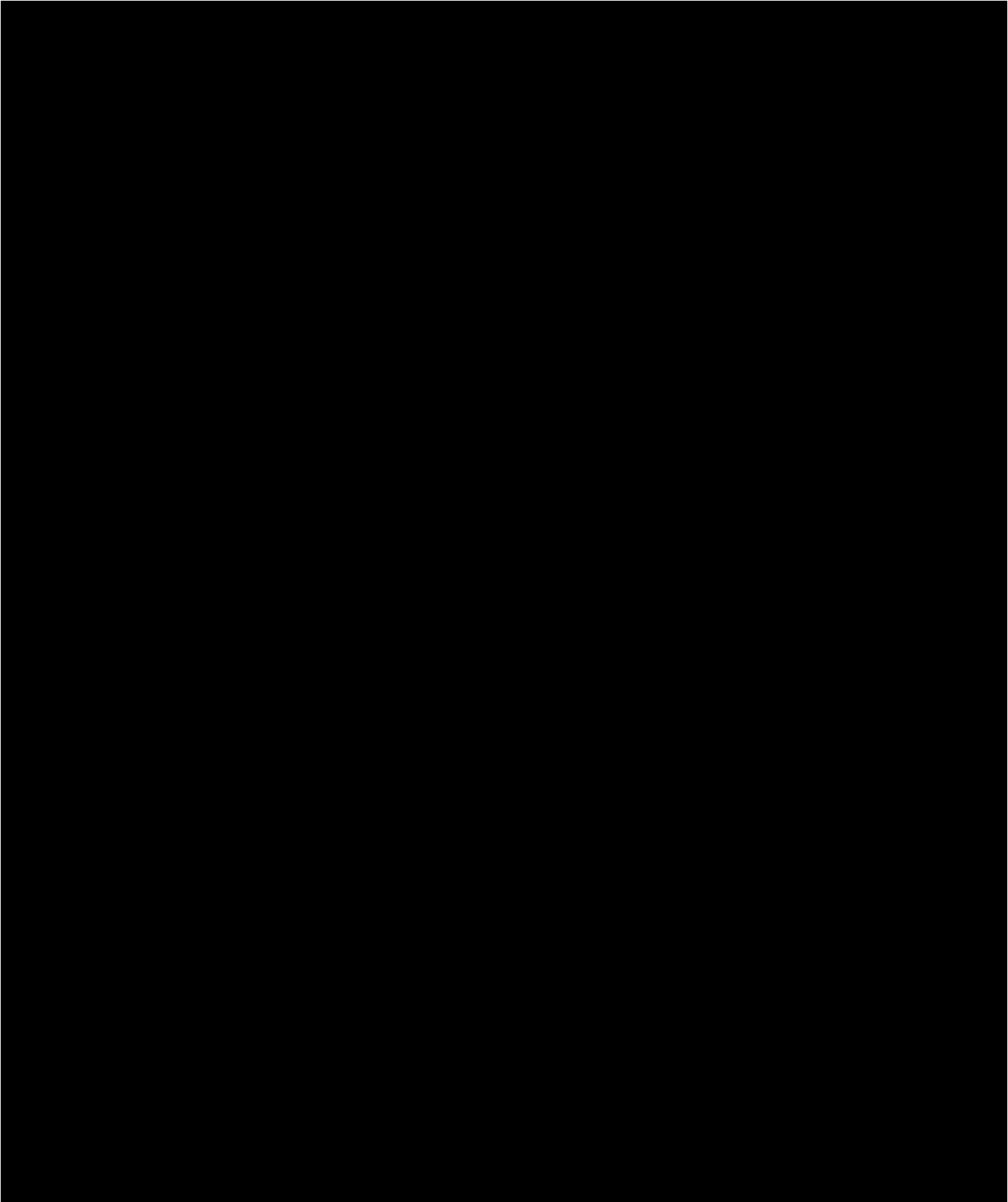


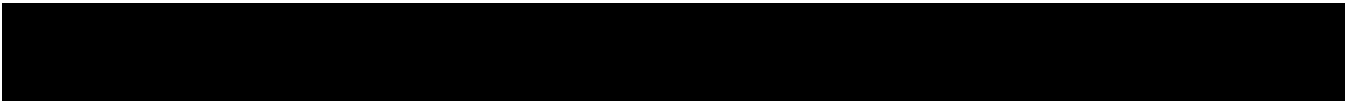
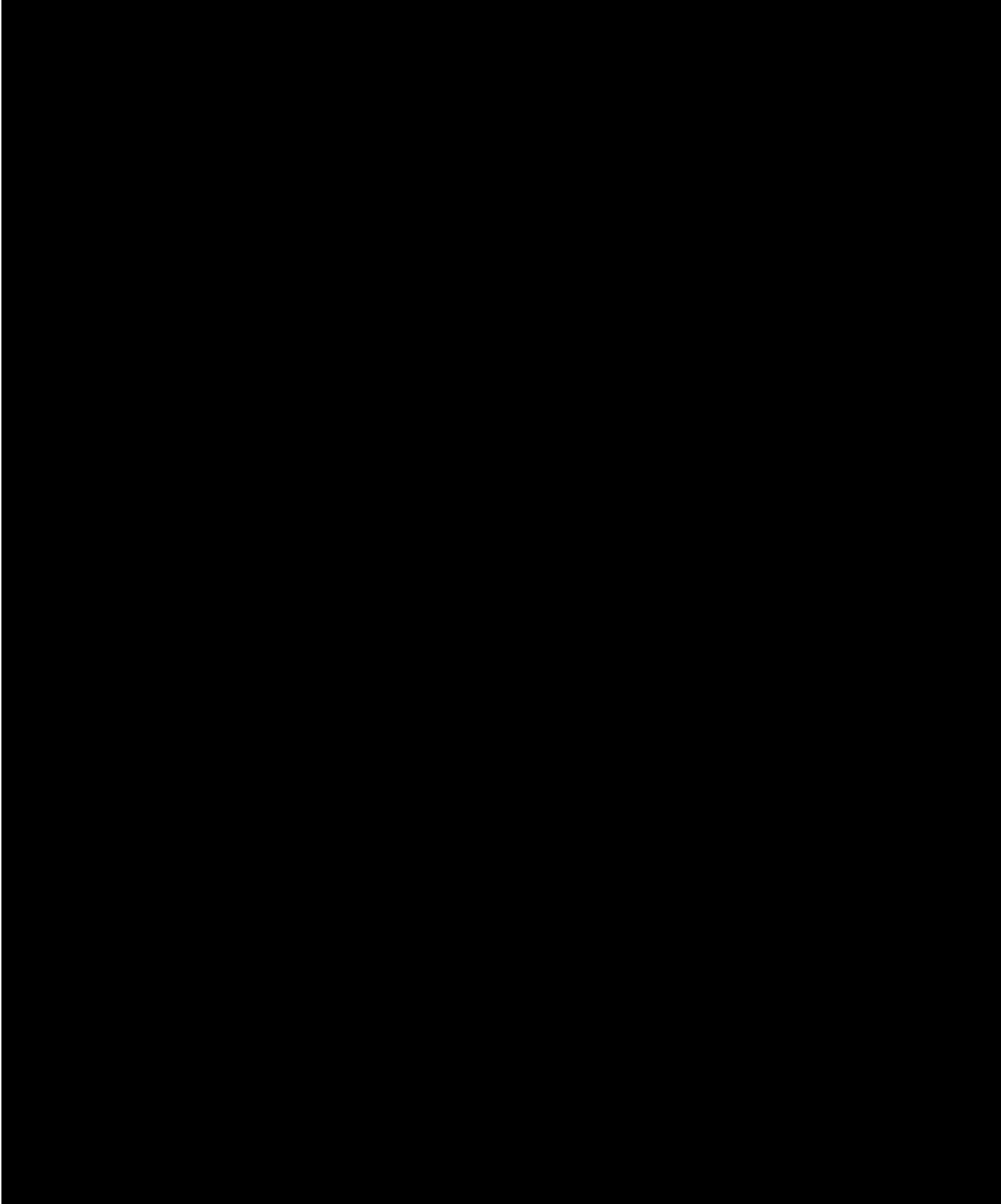


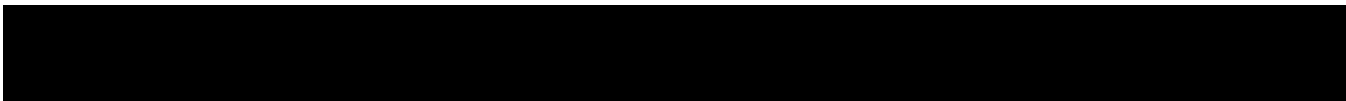
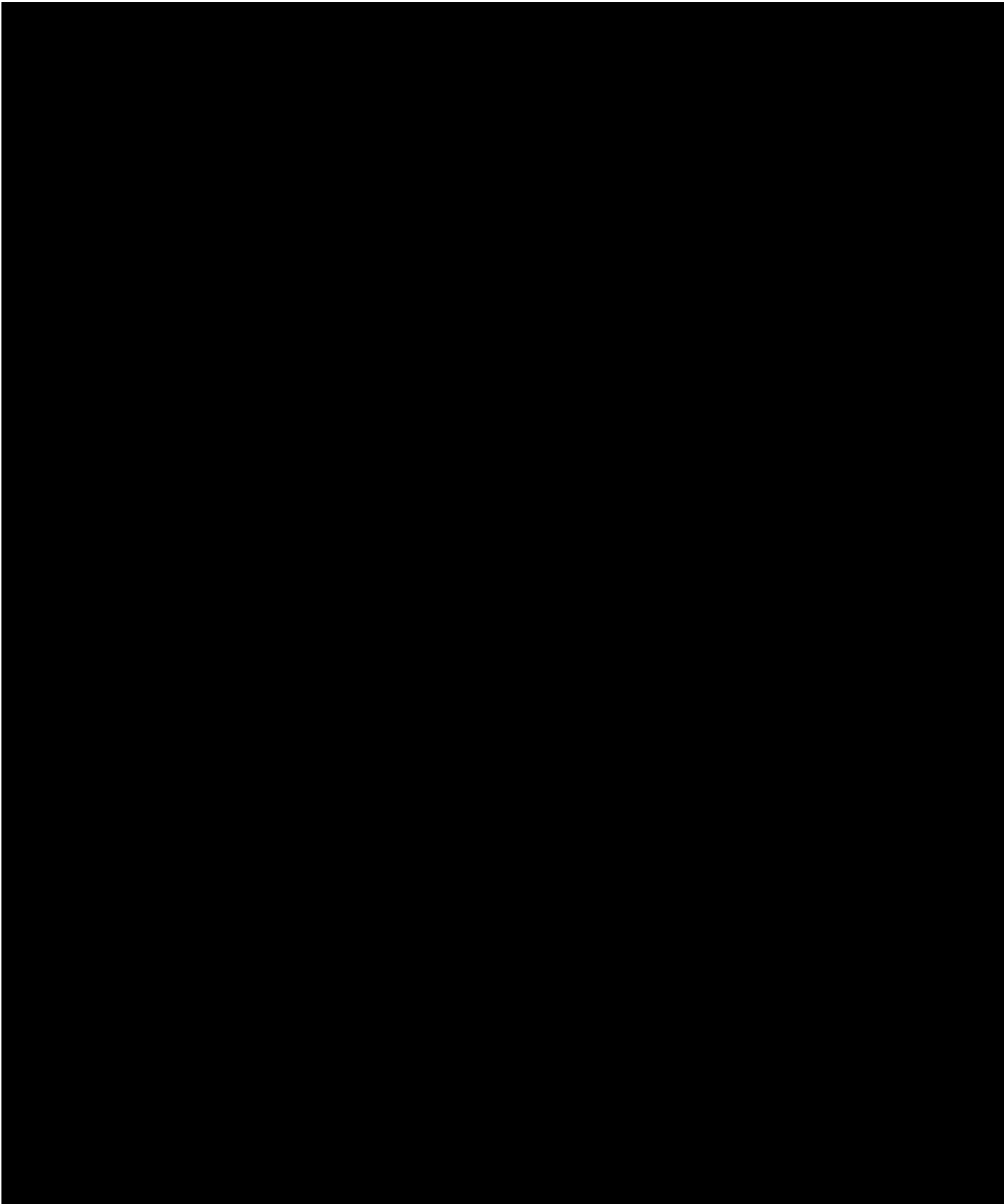


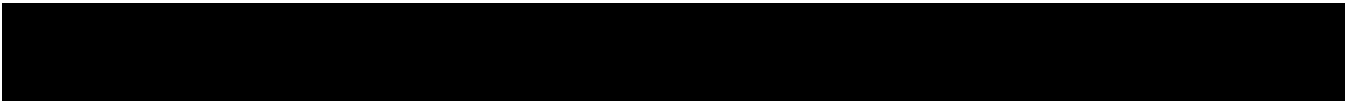
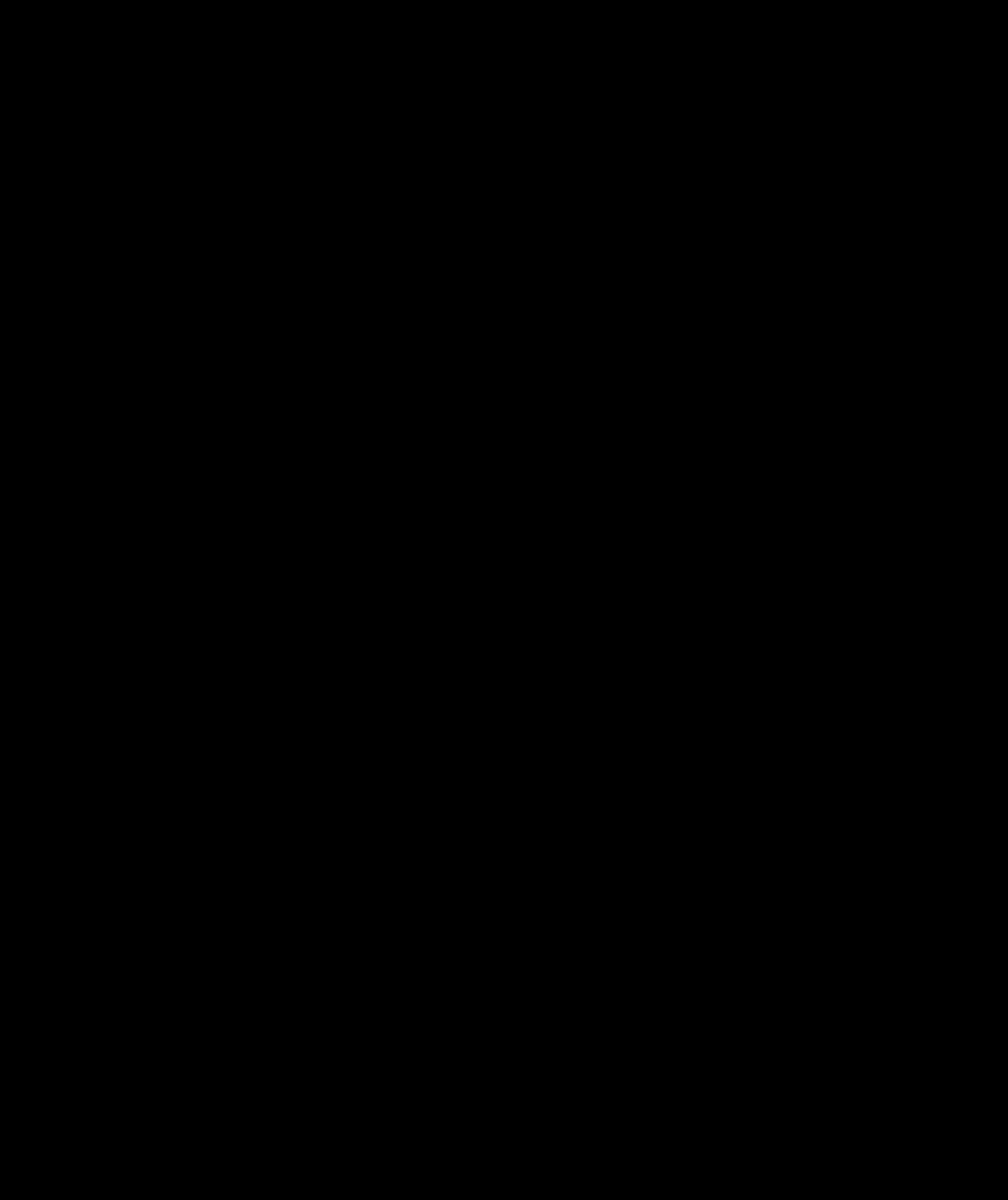


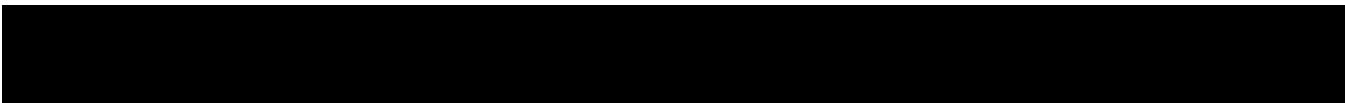
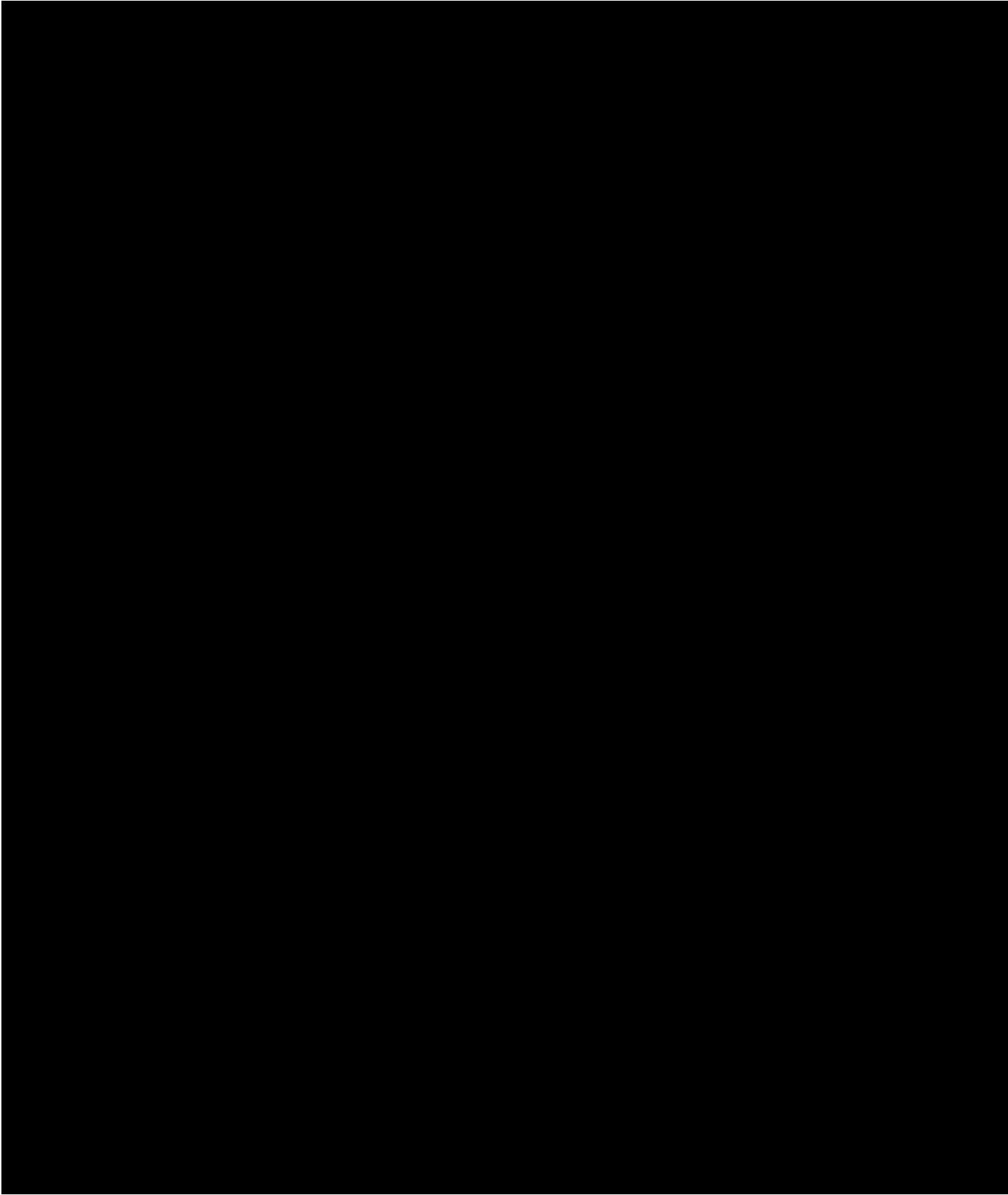


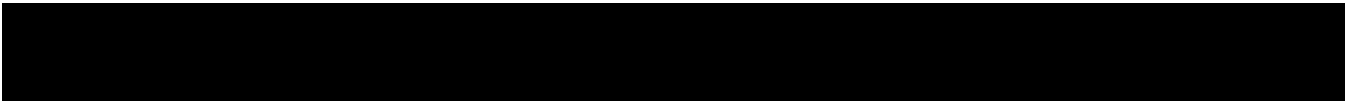
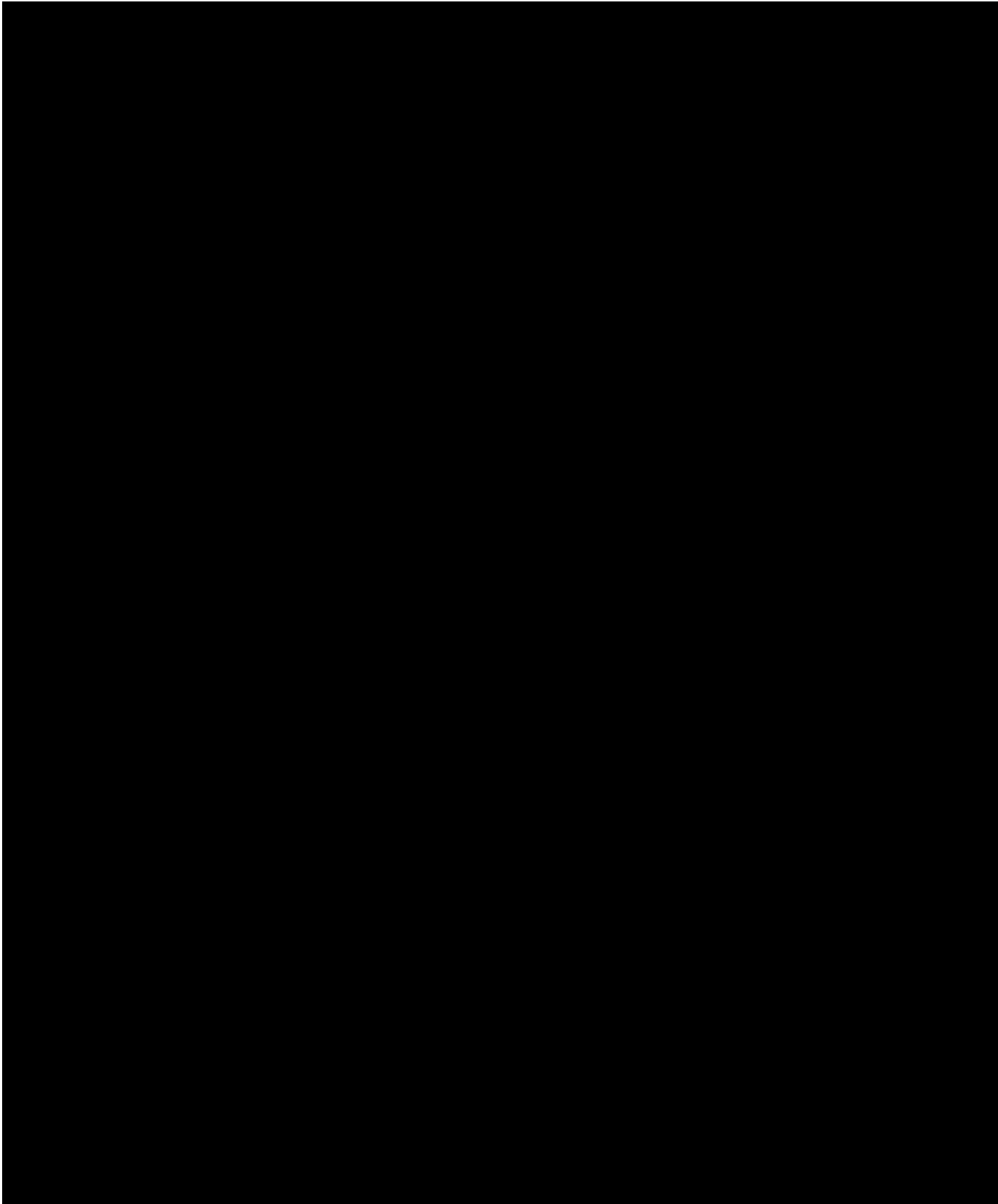


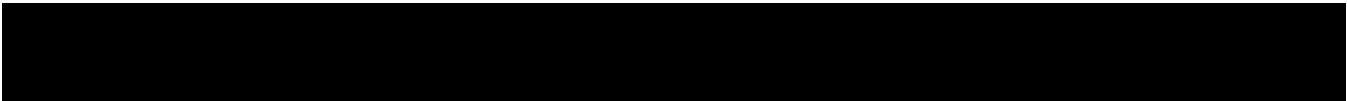
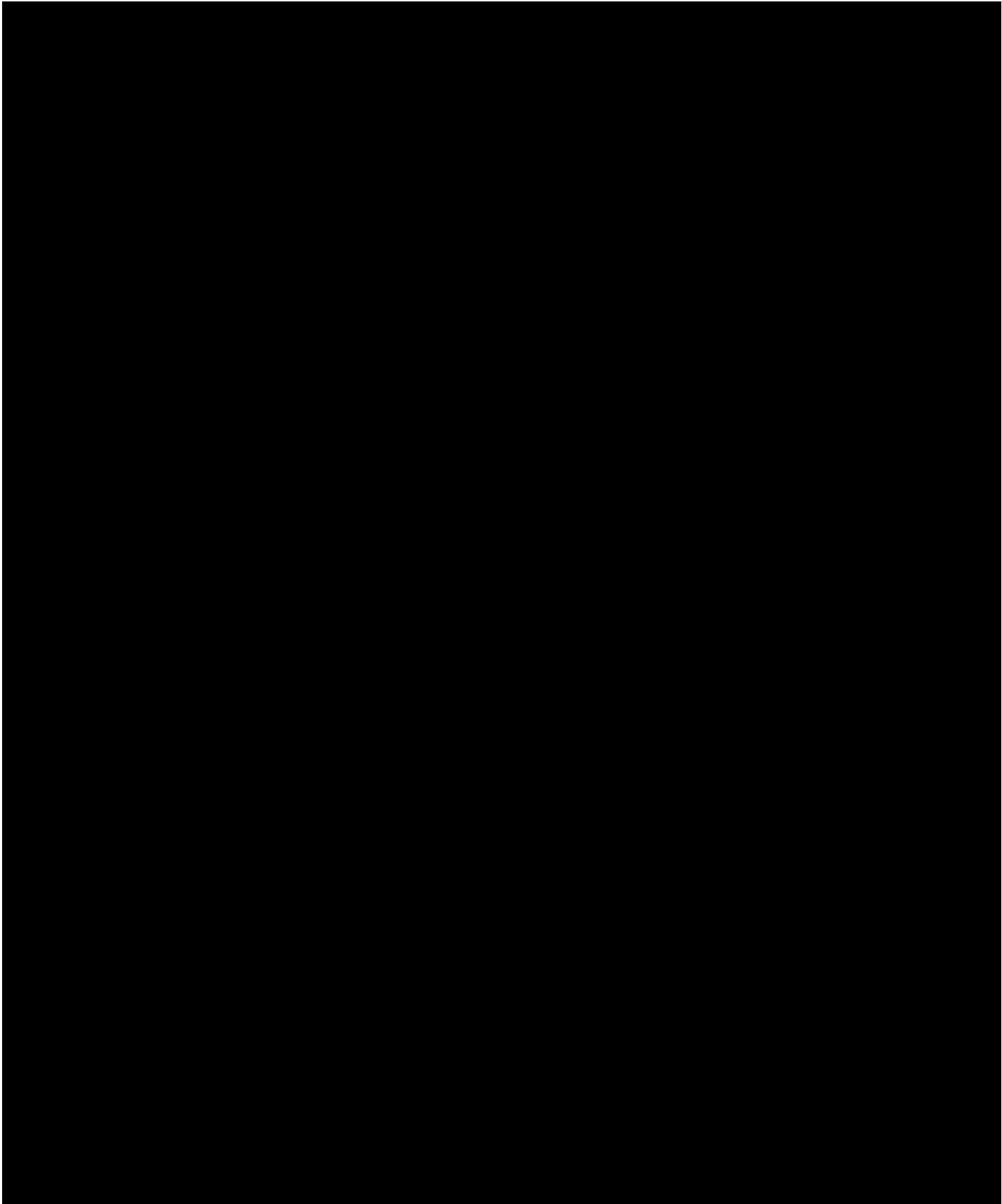


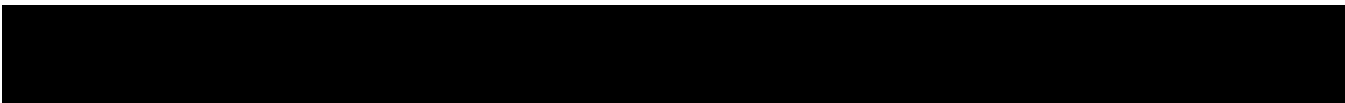
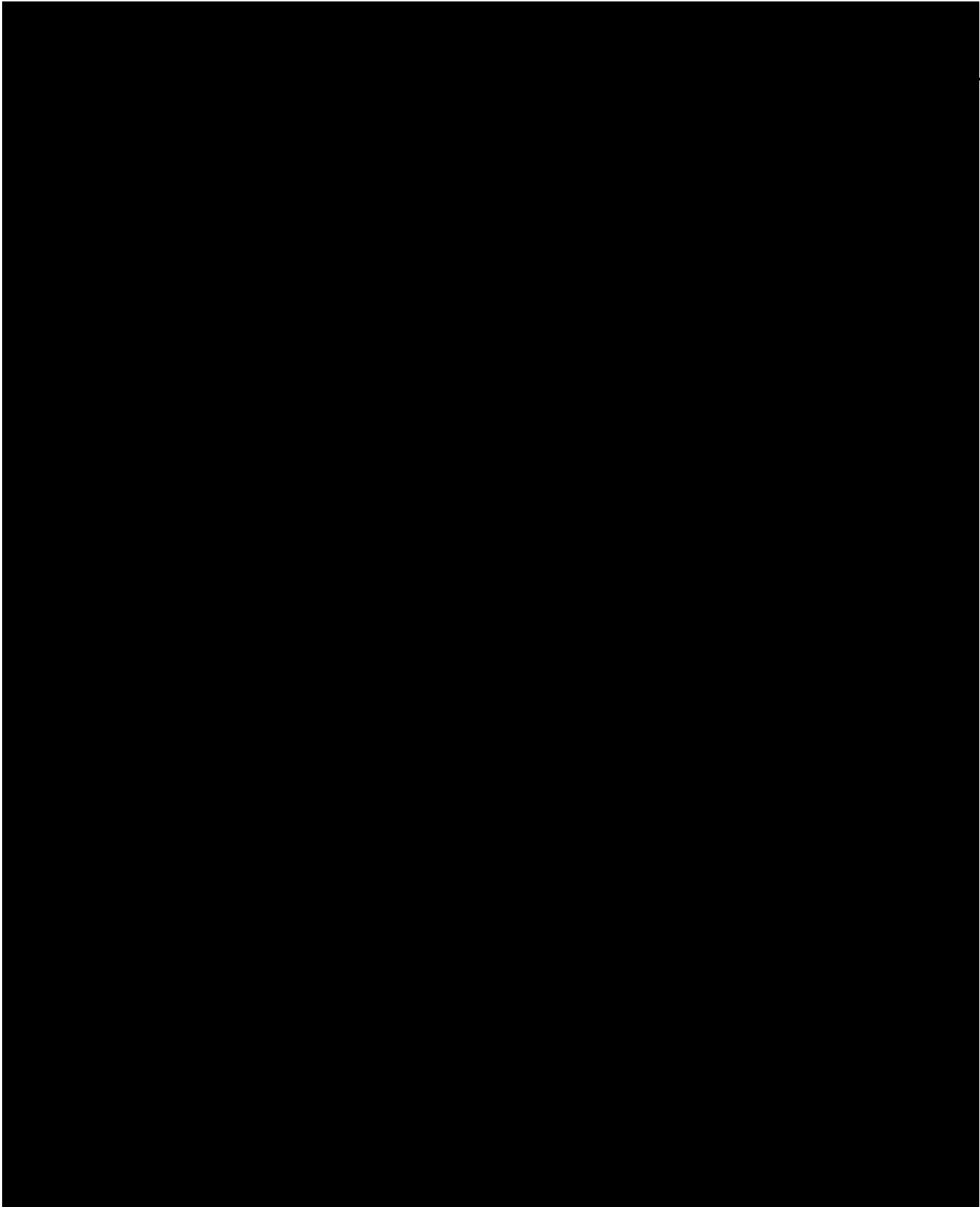


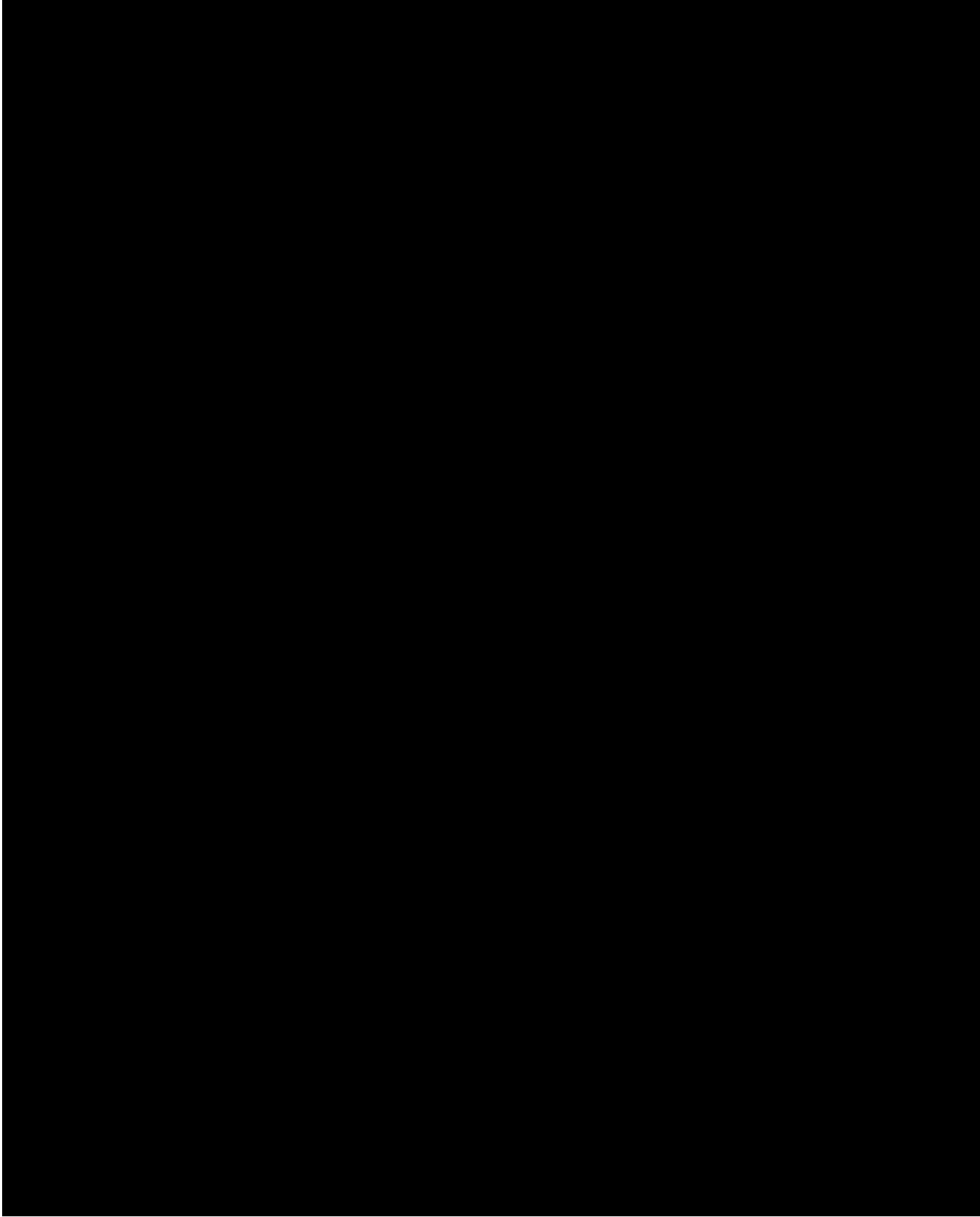


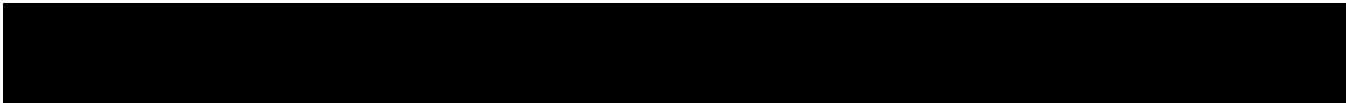
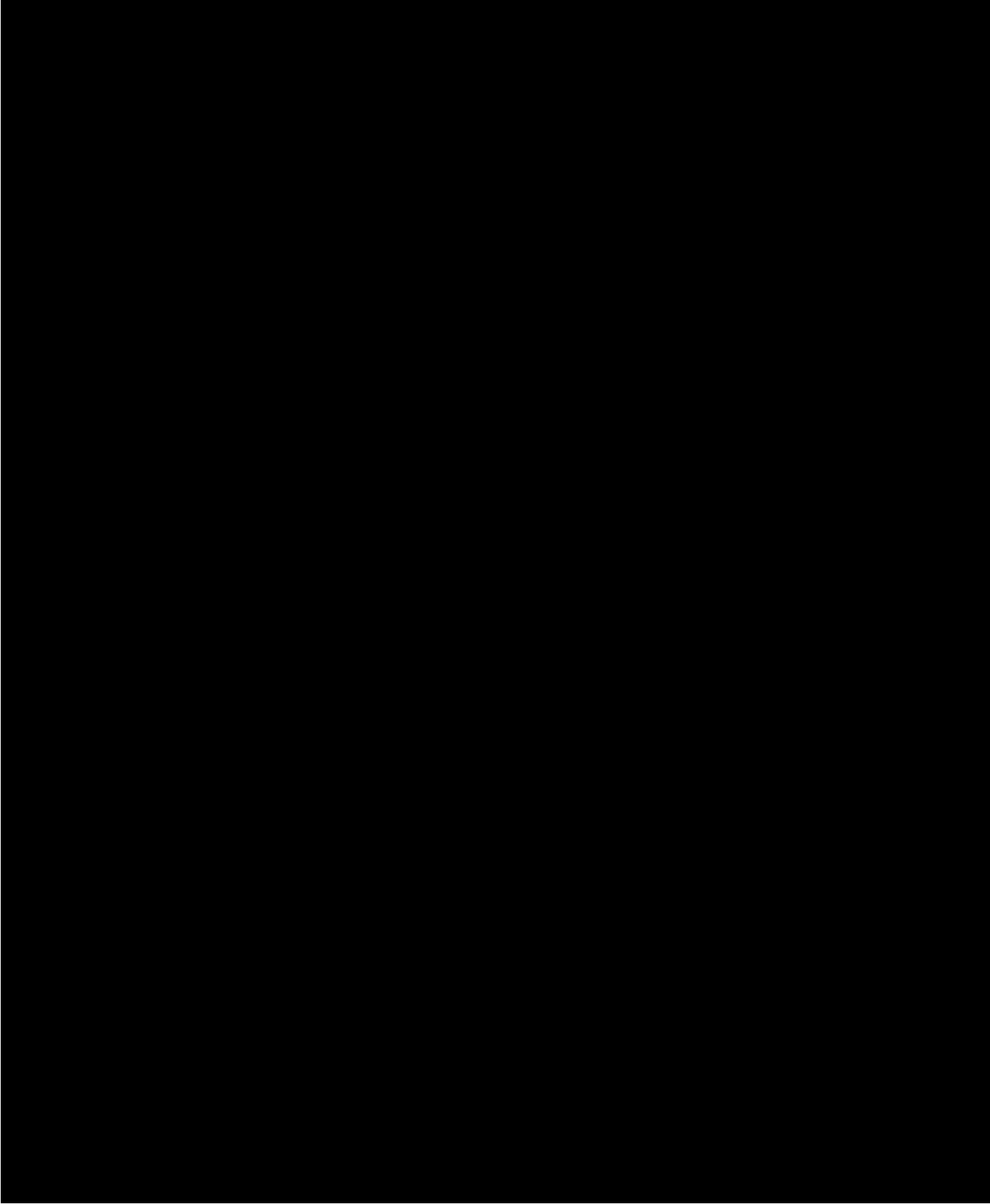


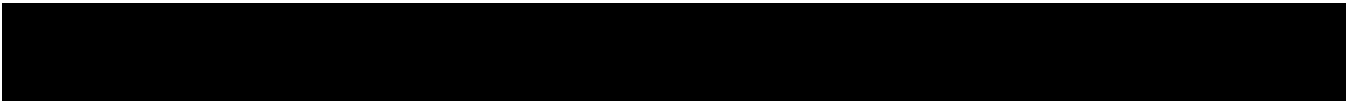
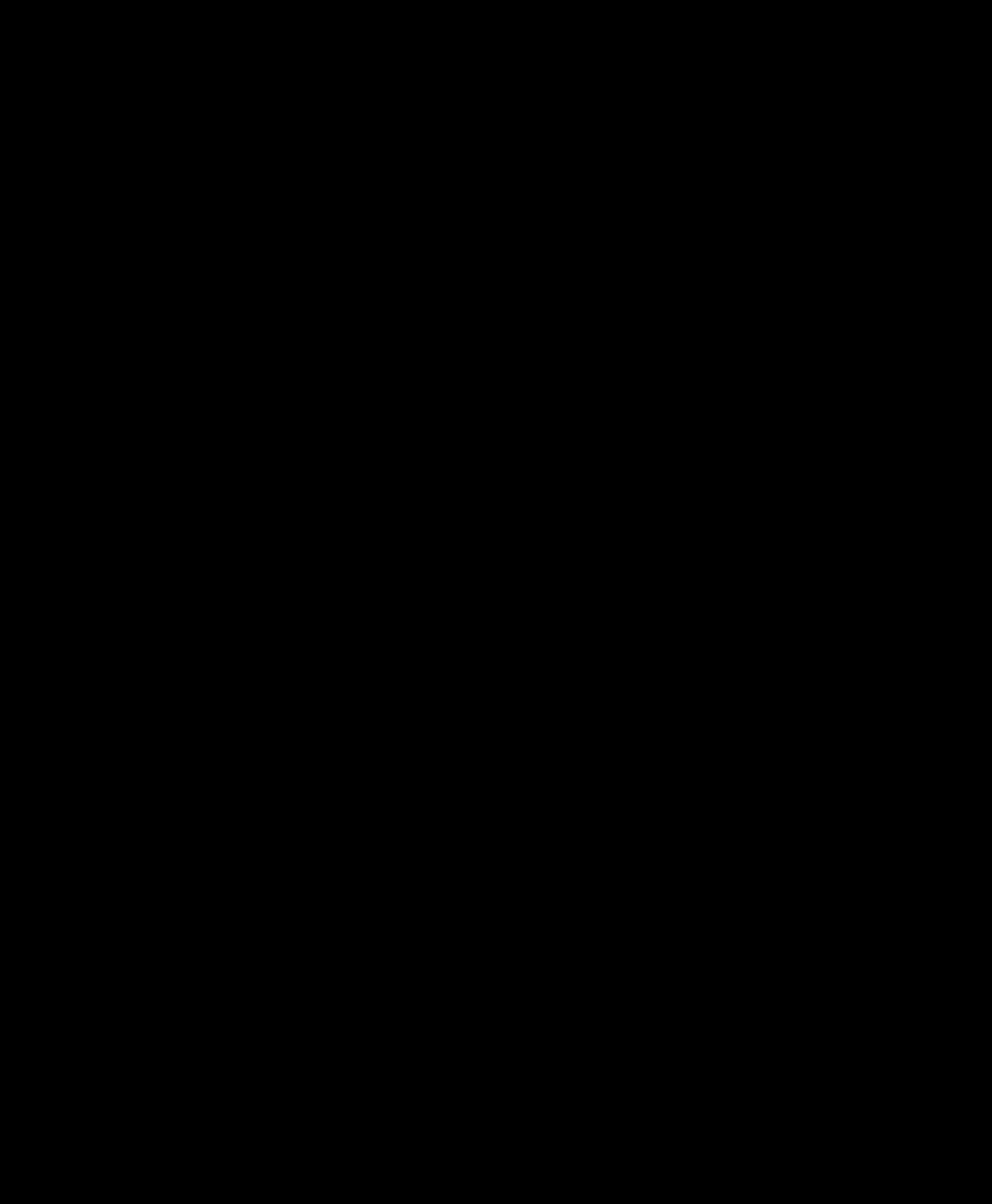


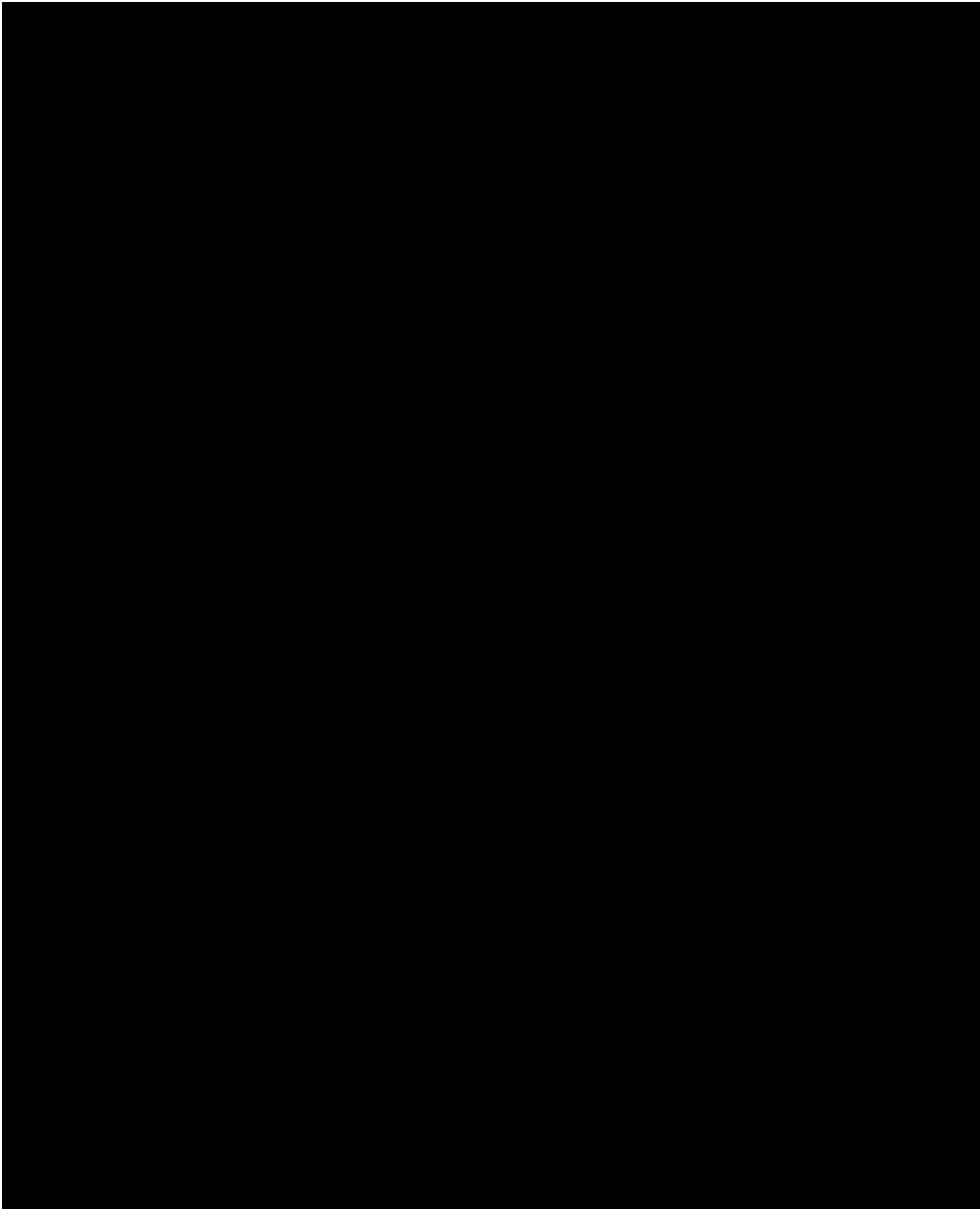


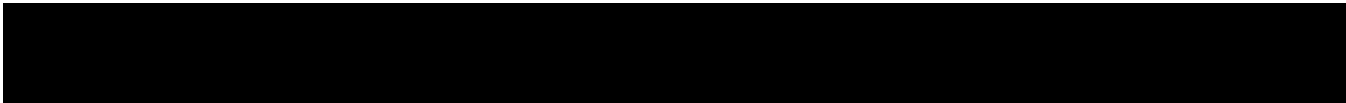
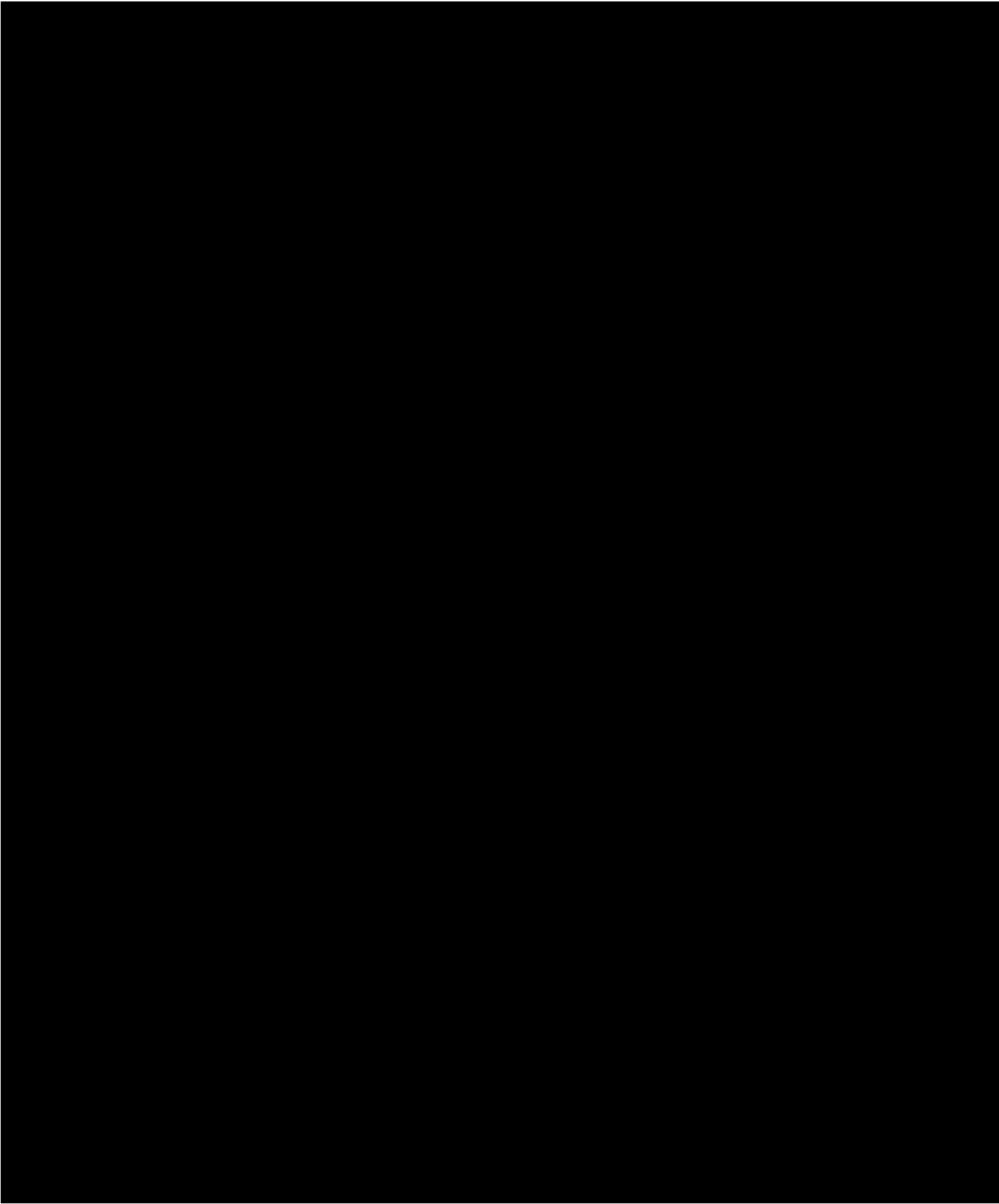












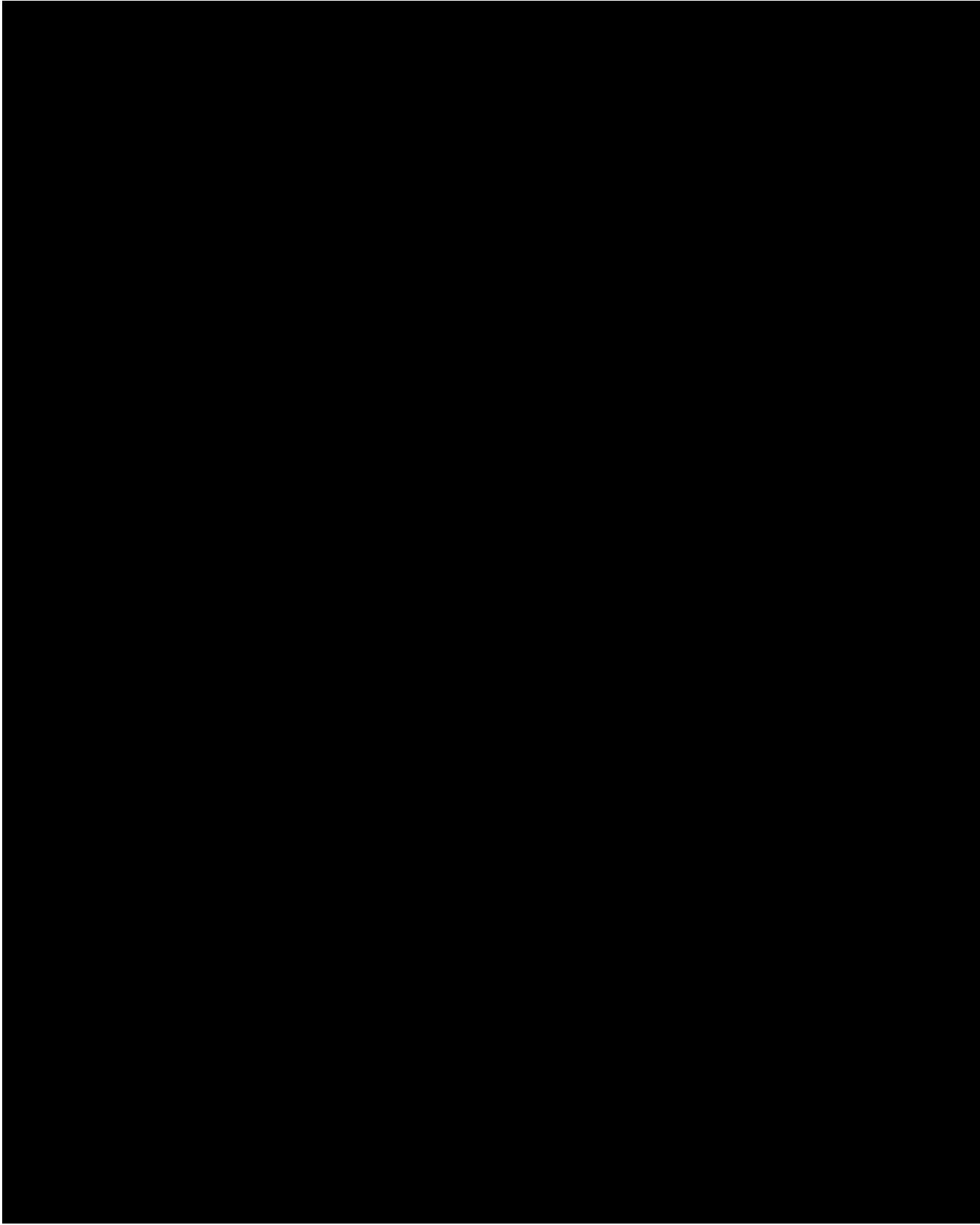
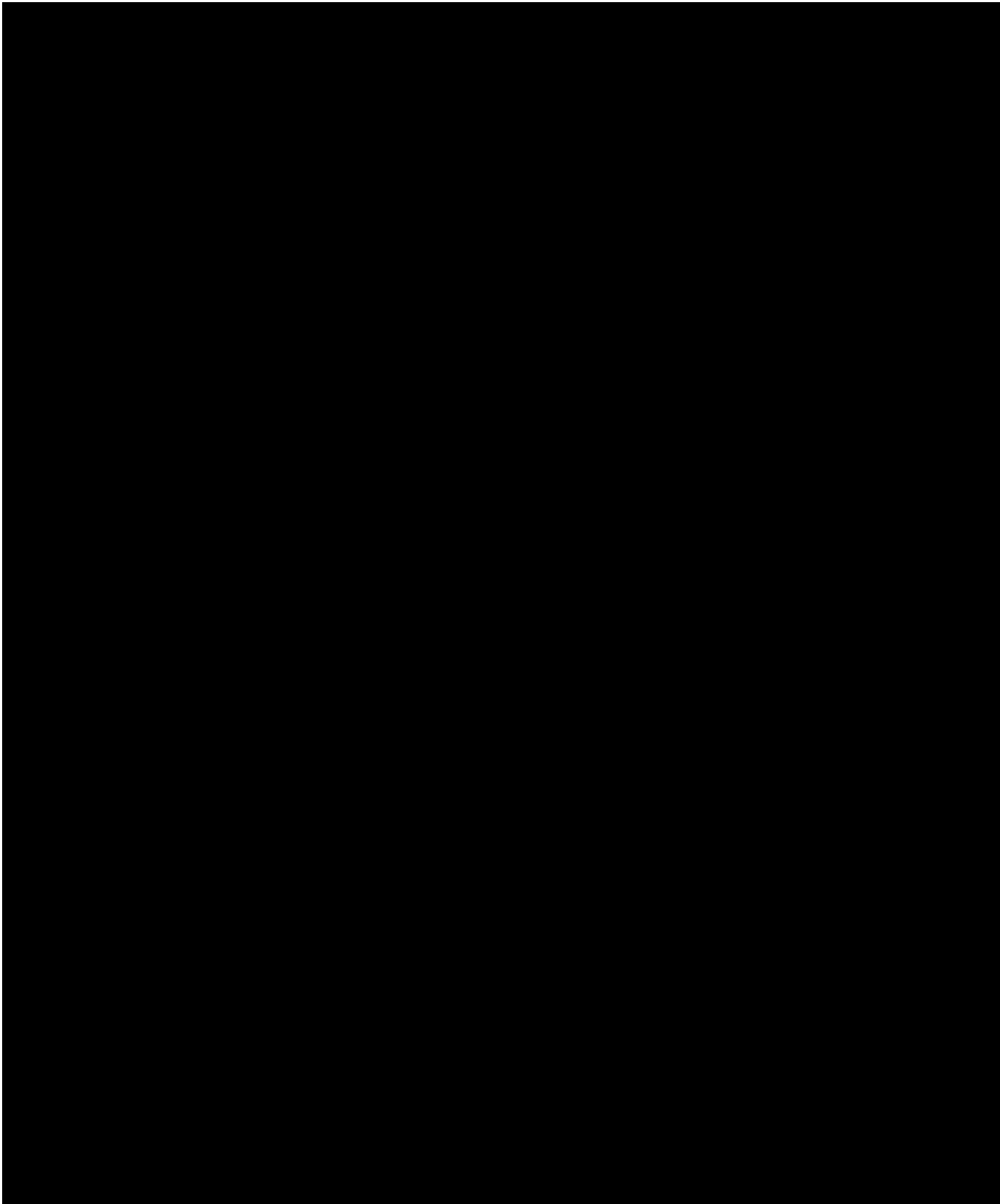
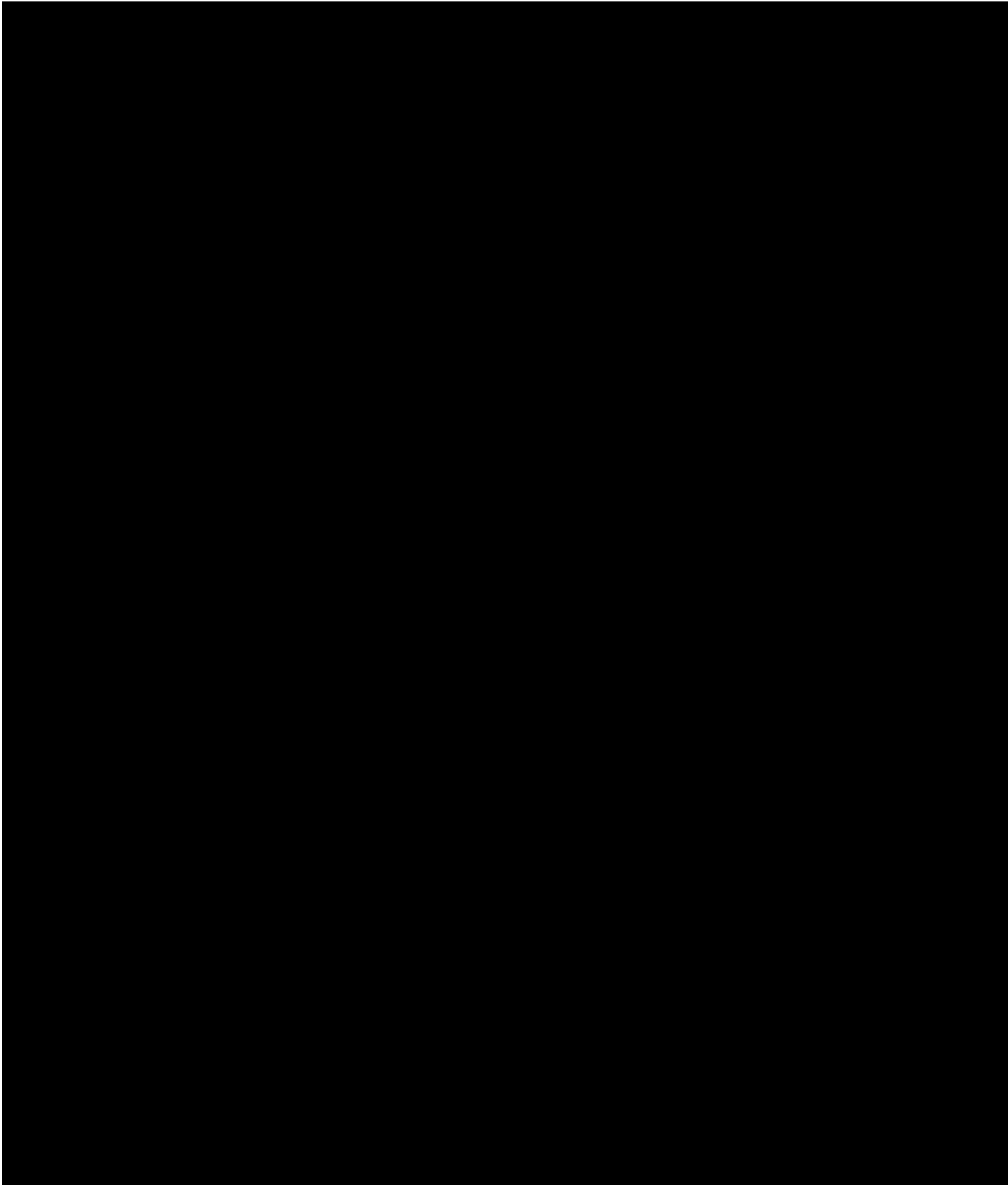
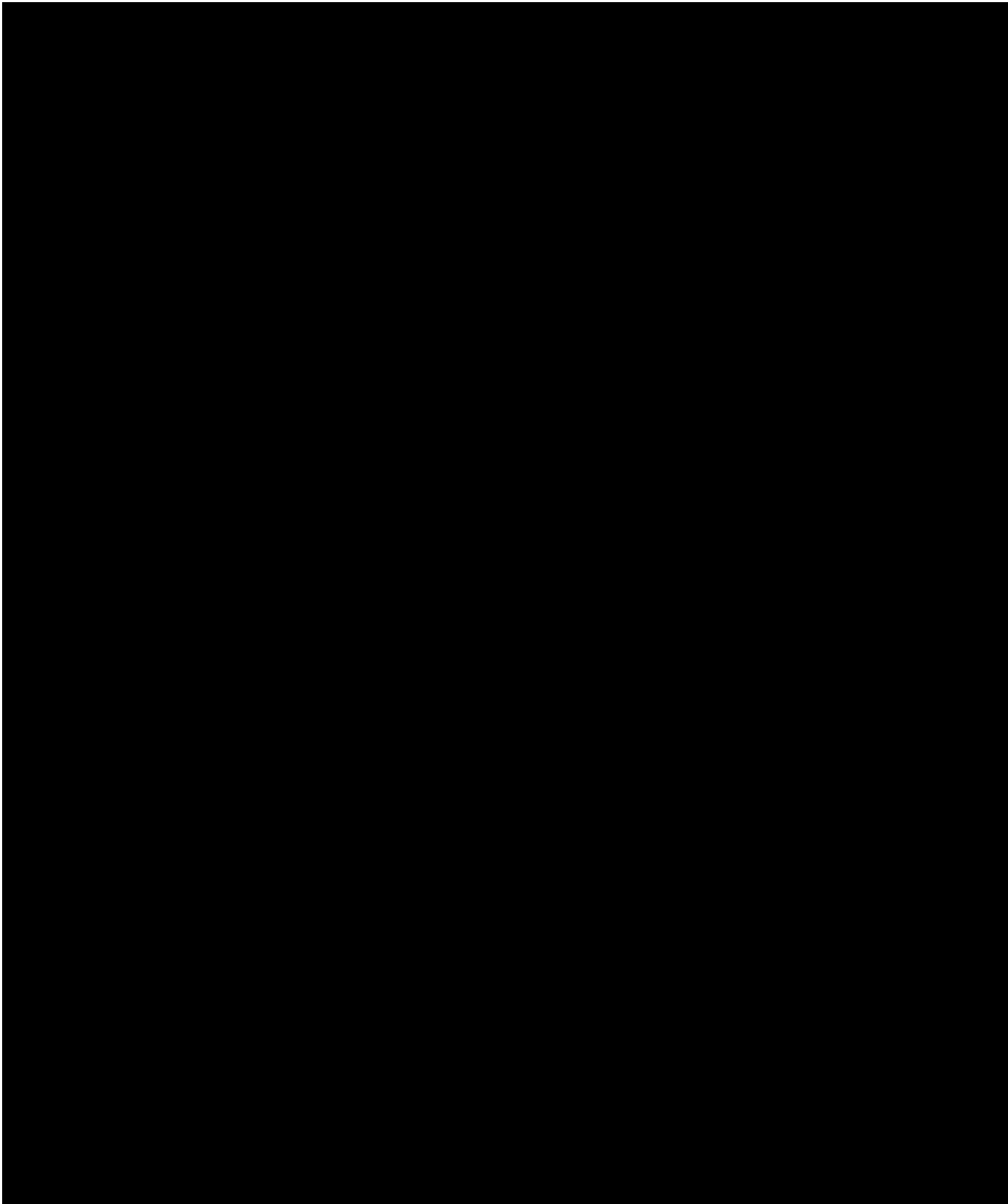


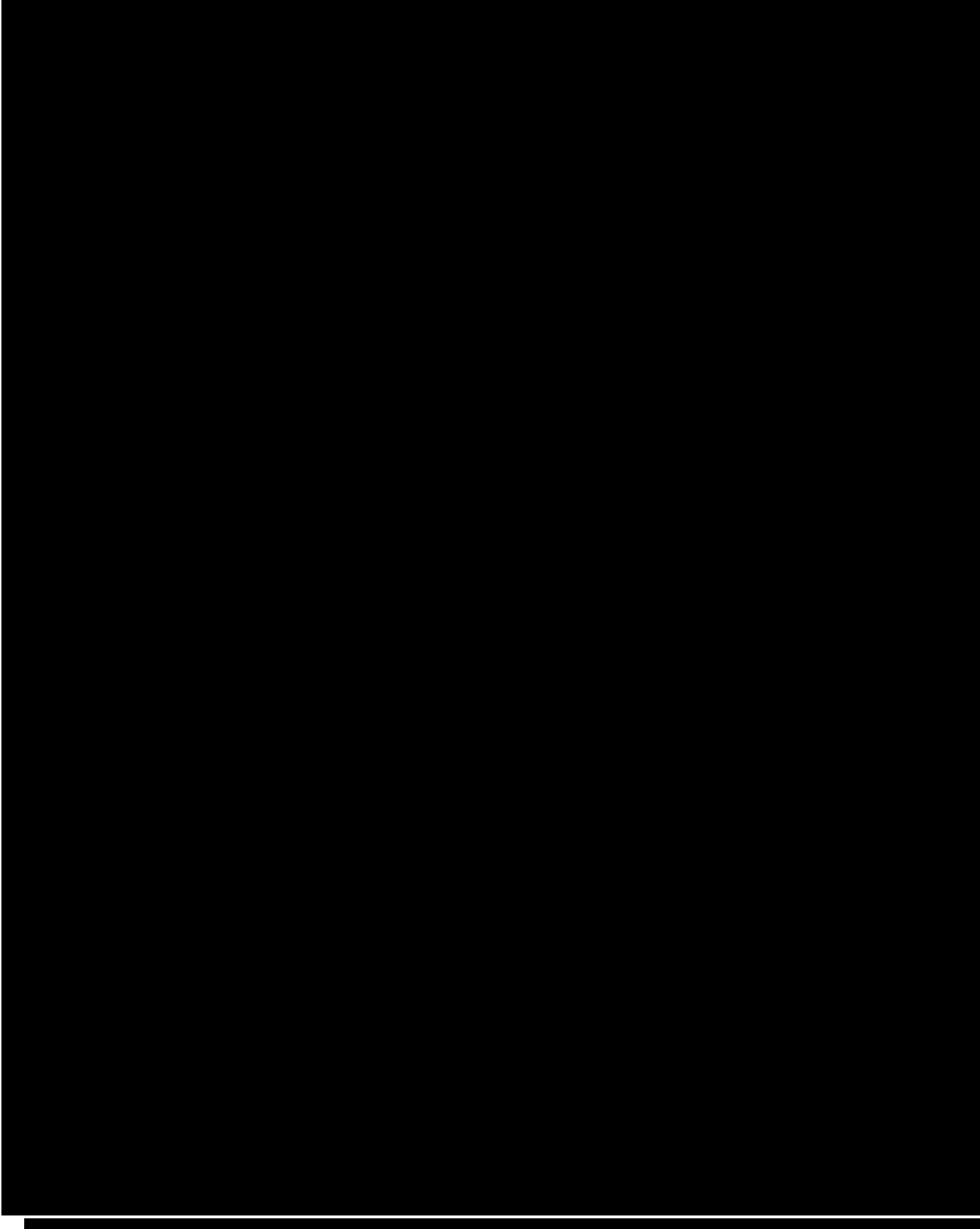
EXHIBIT IR-4[2]

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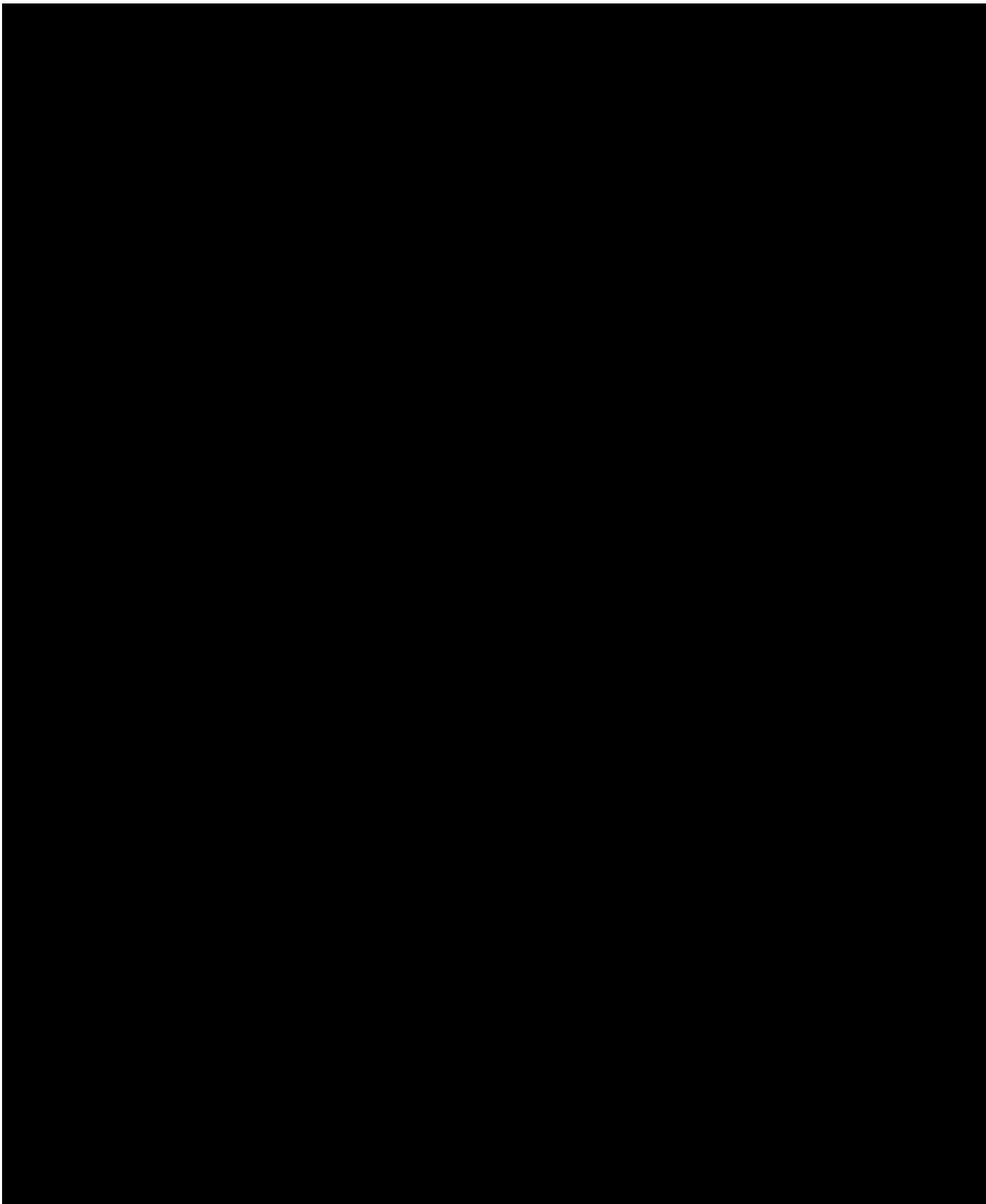




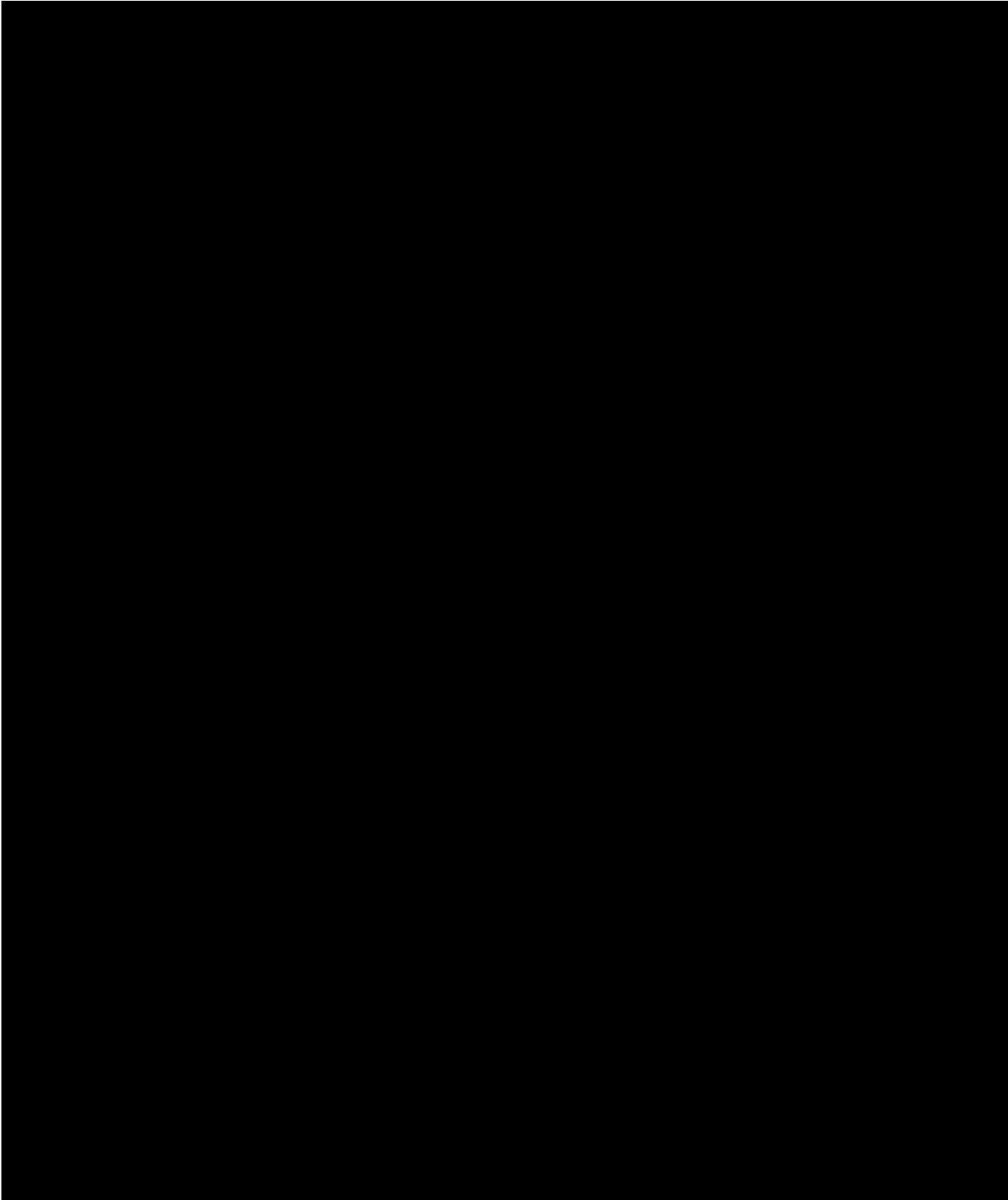




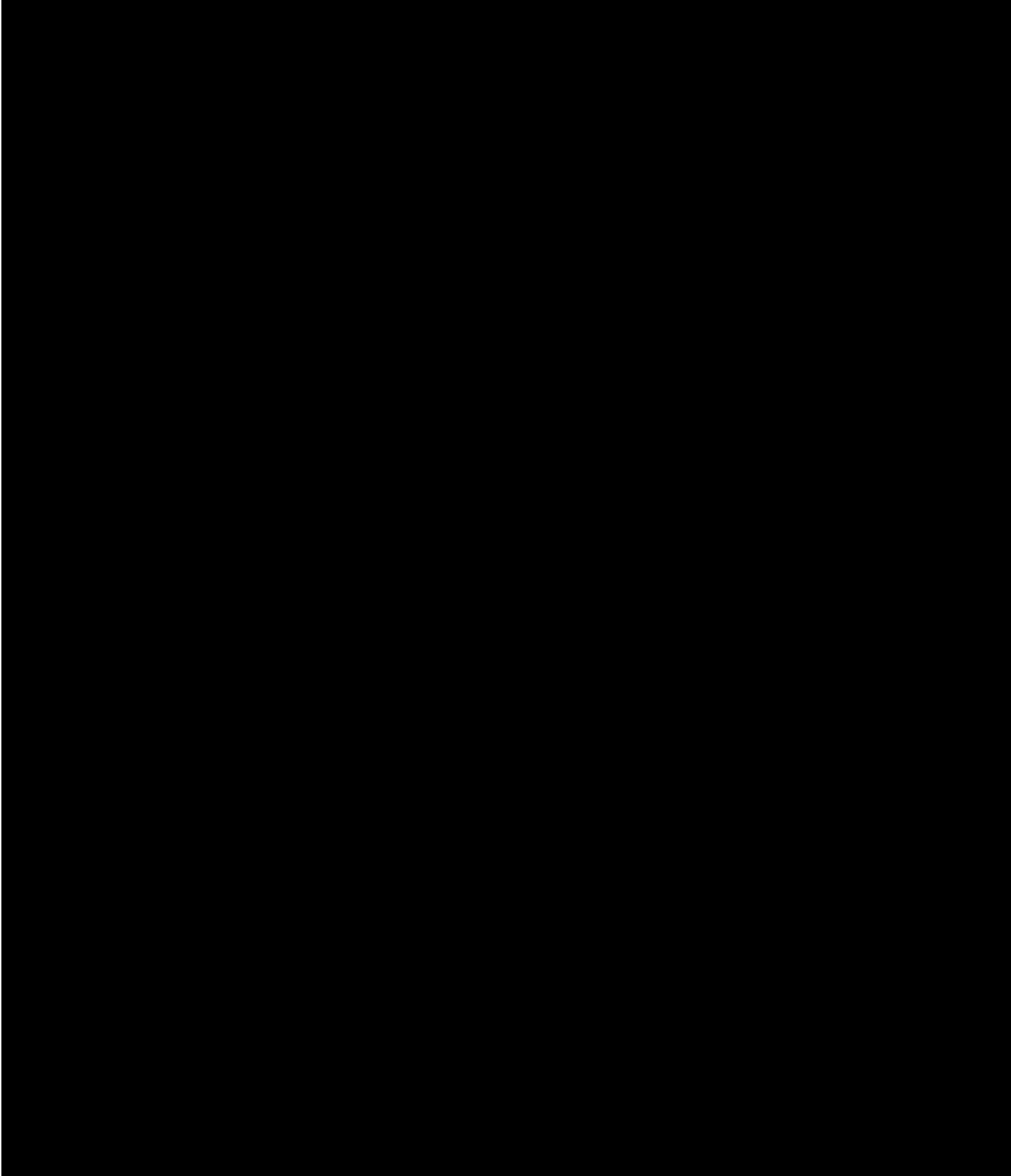
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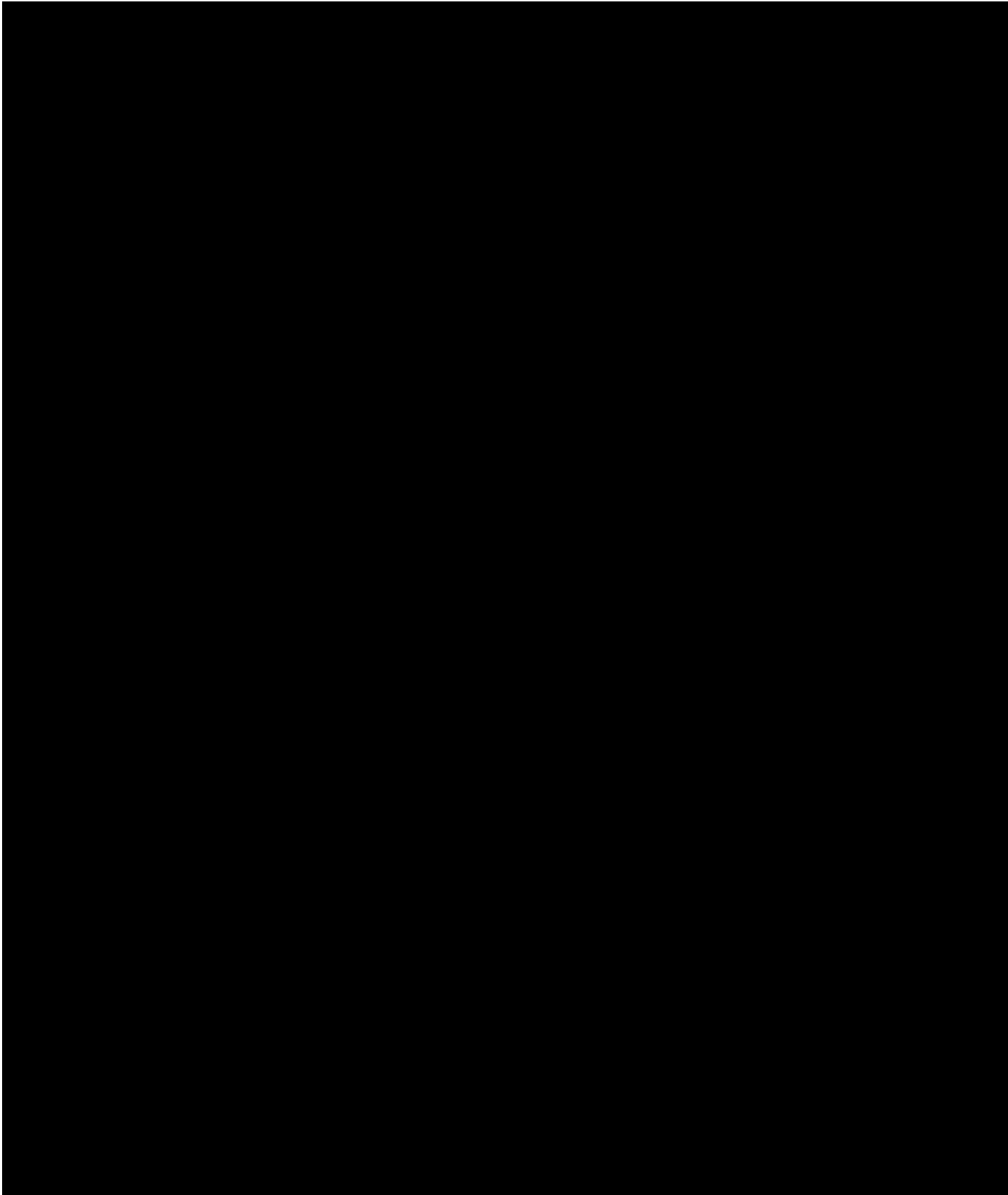


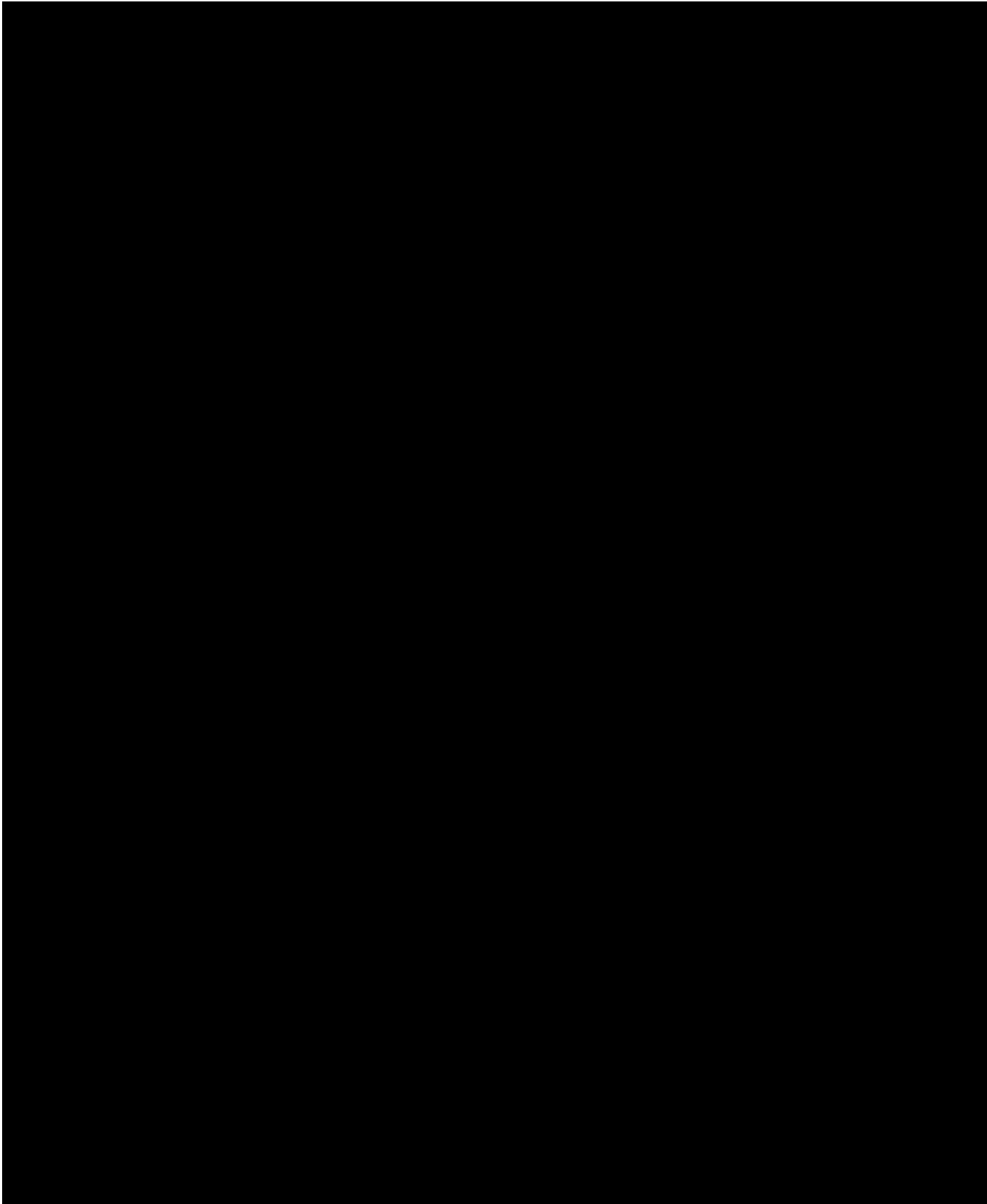
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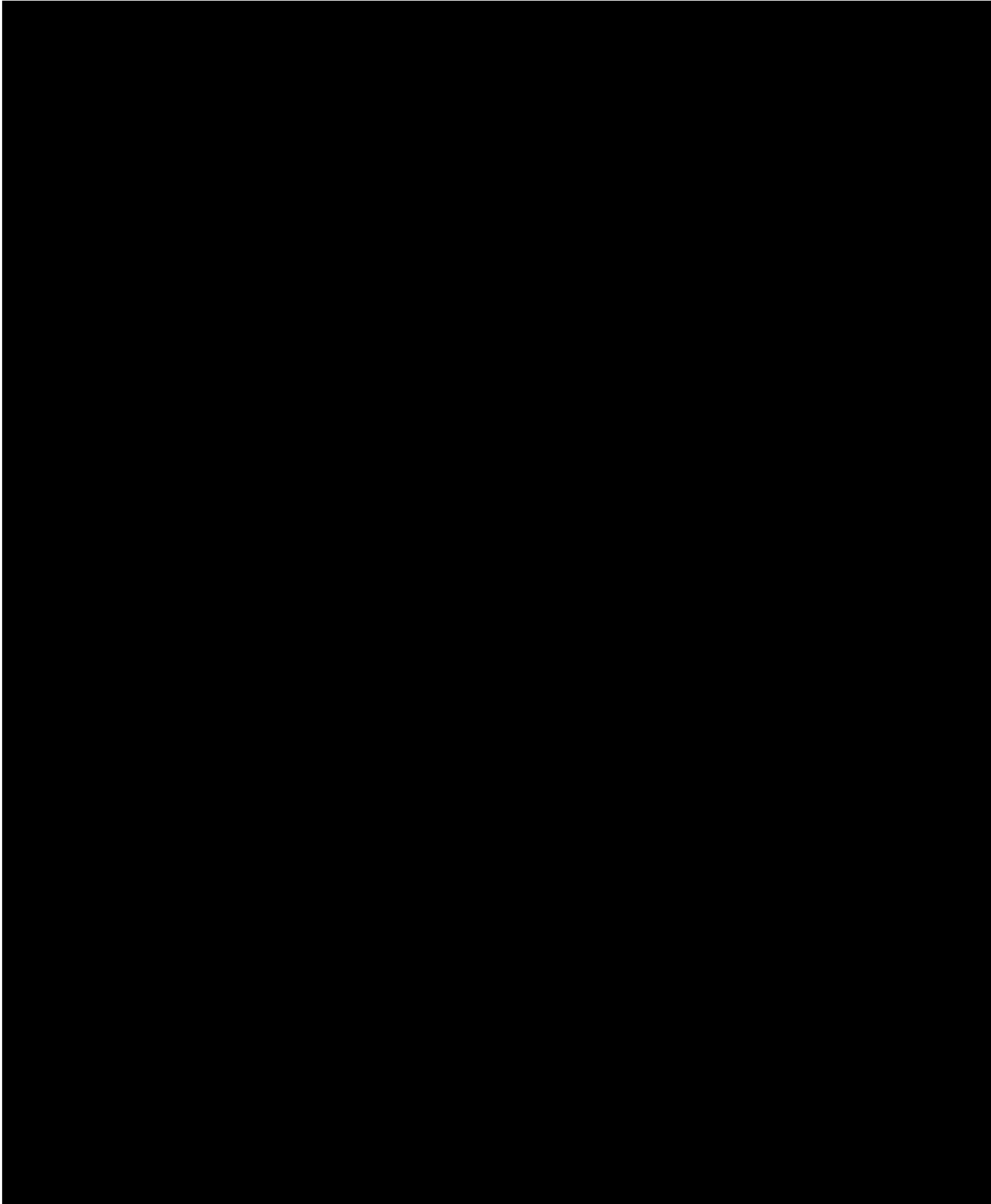


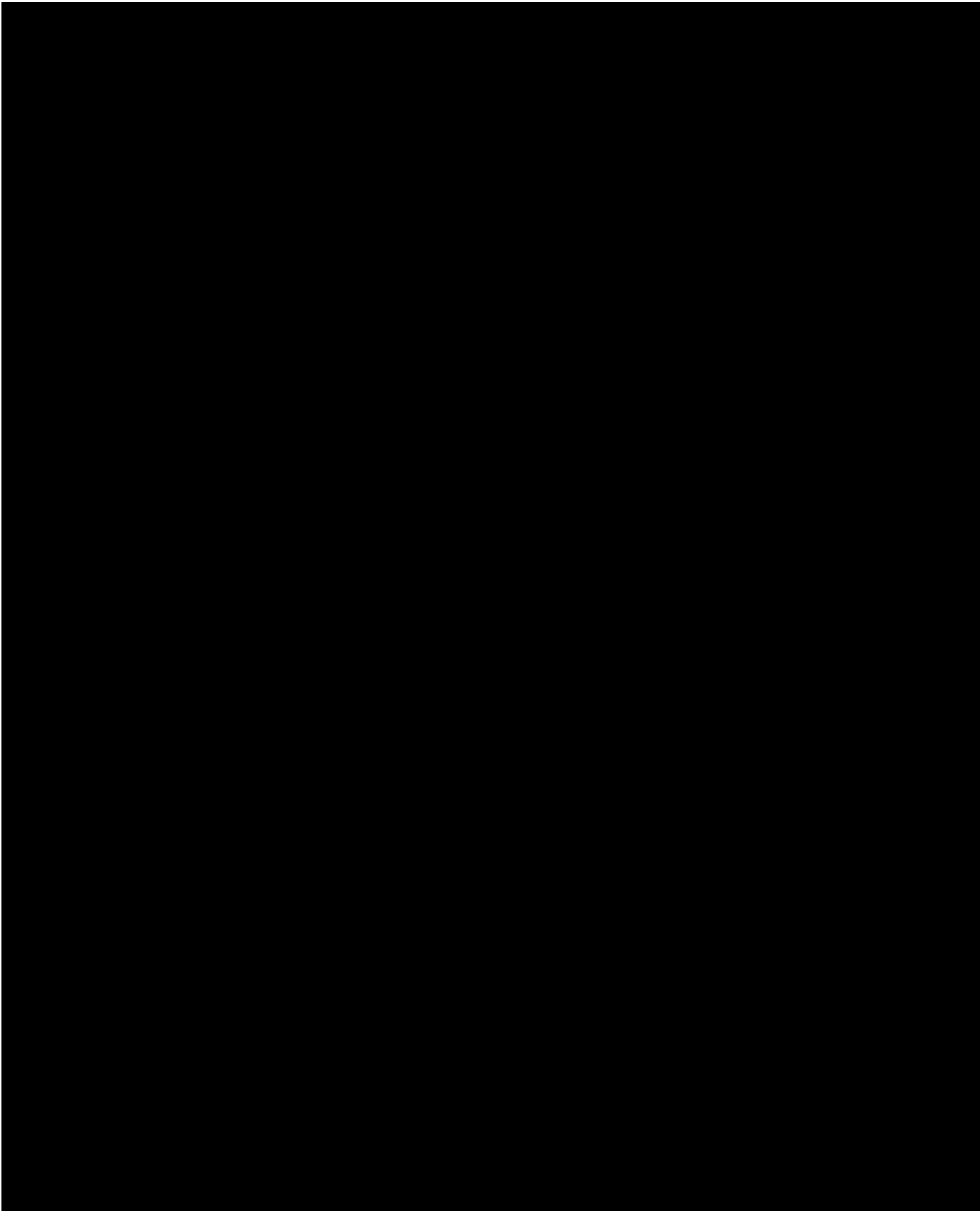
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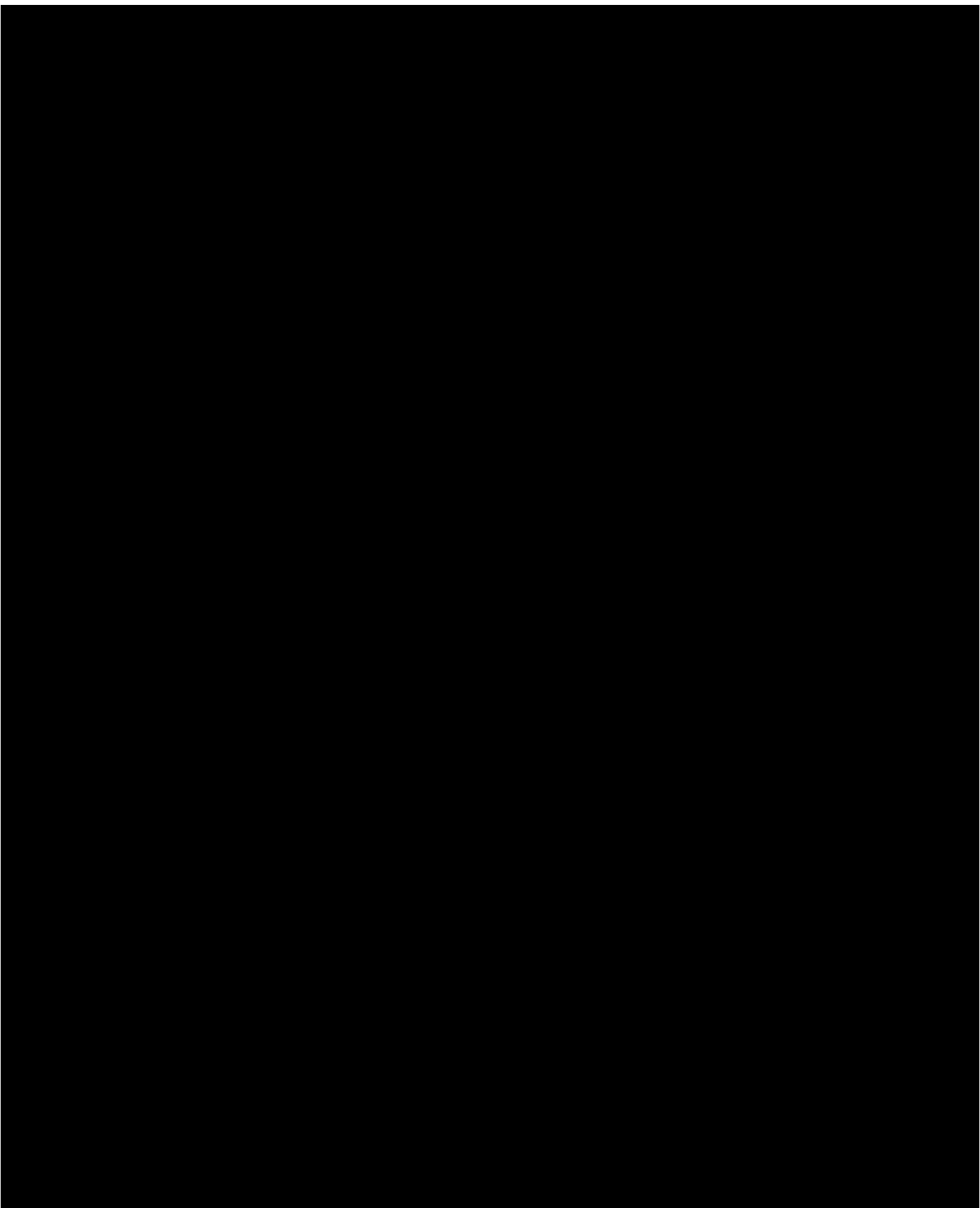


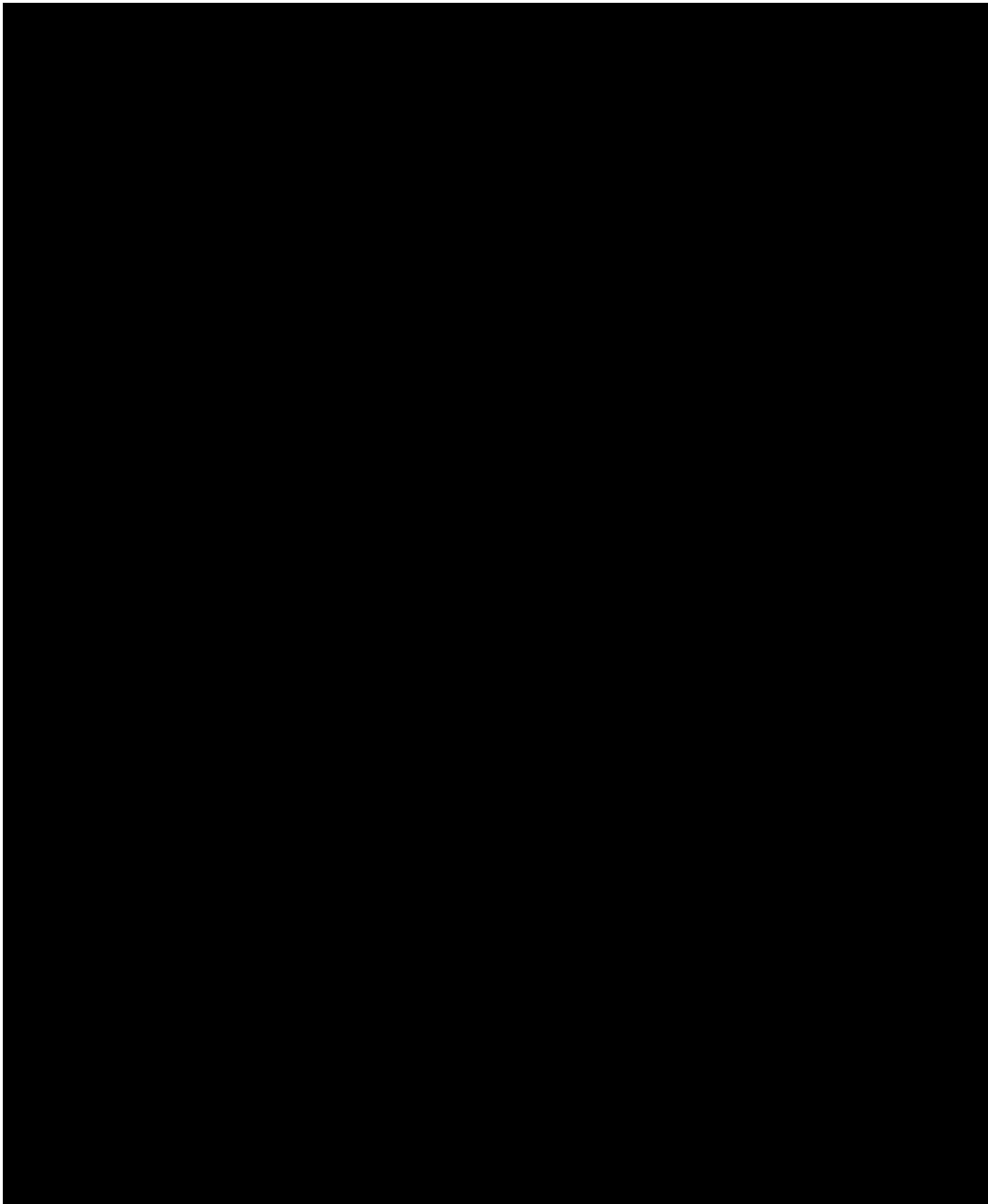




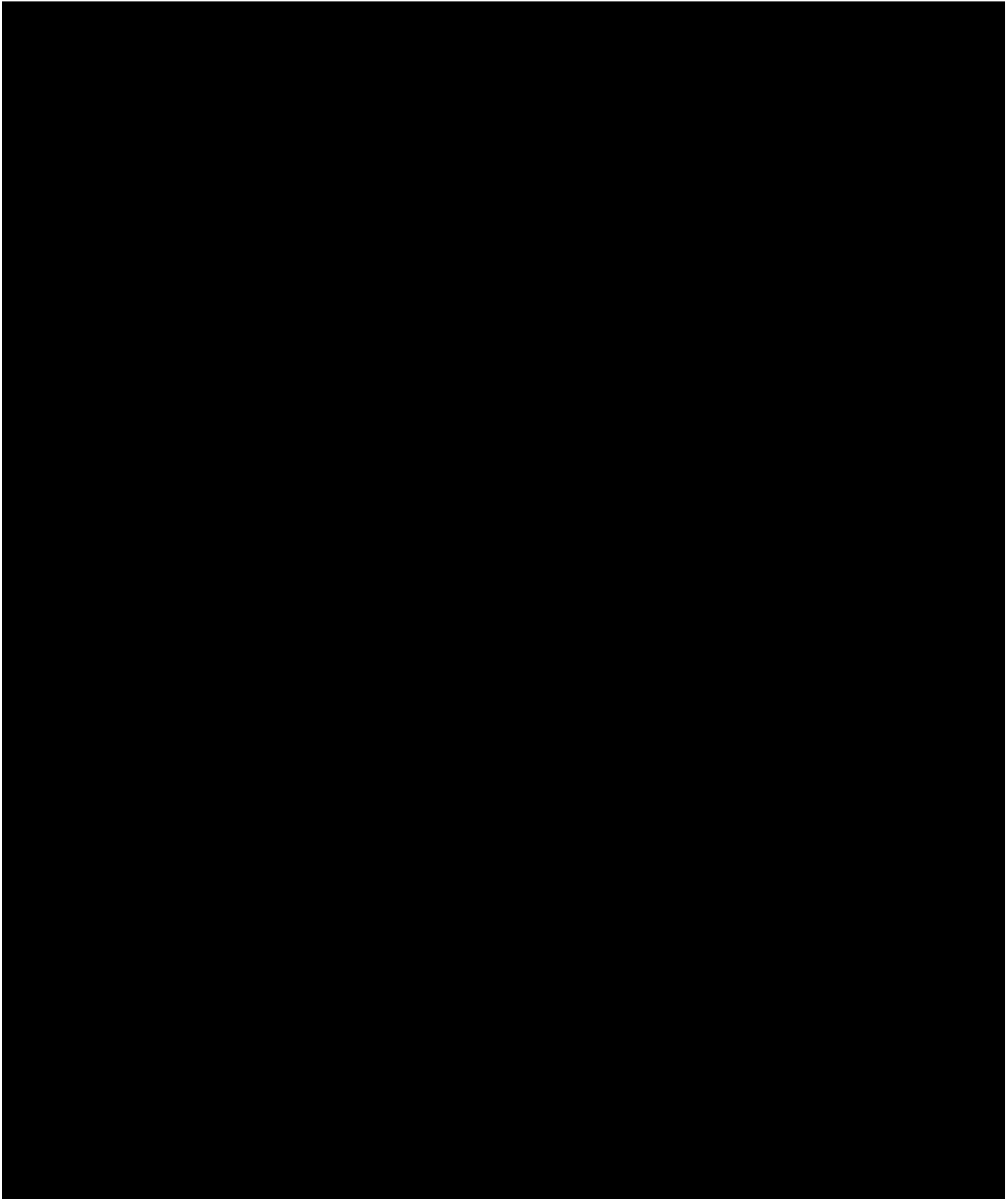


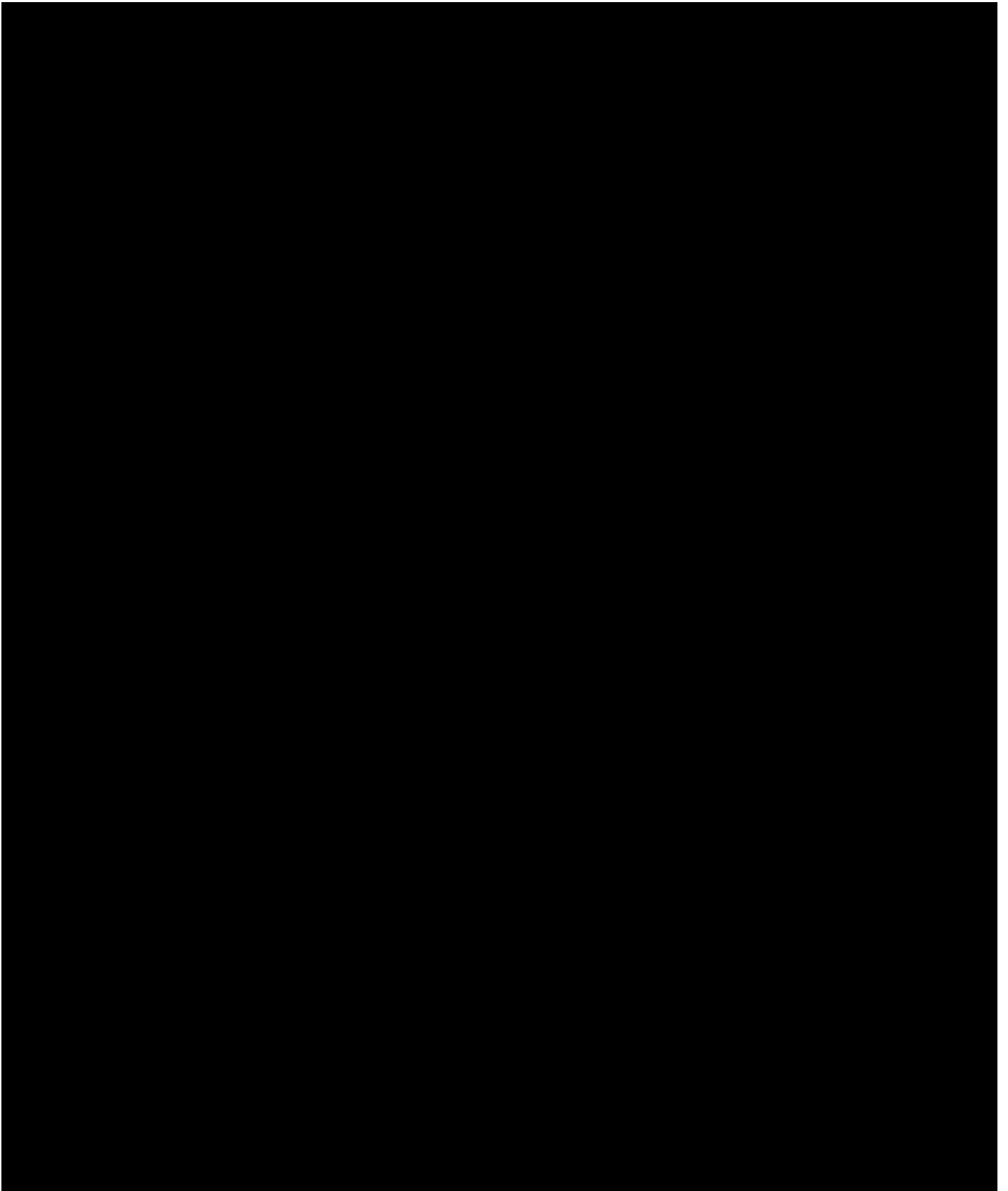


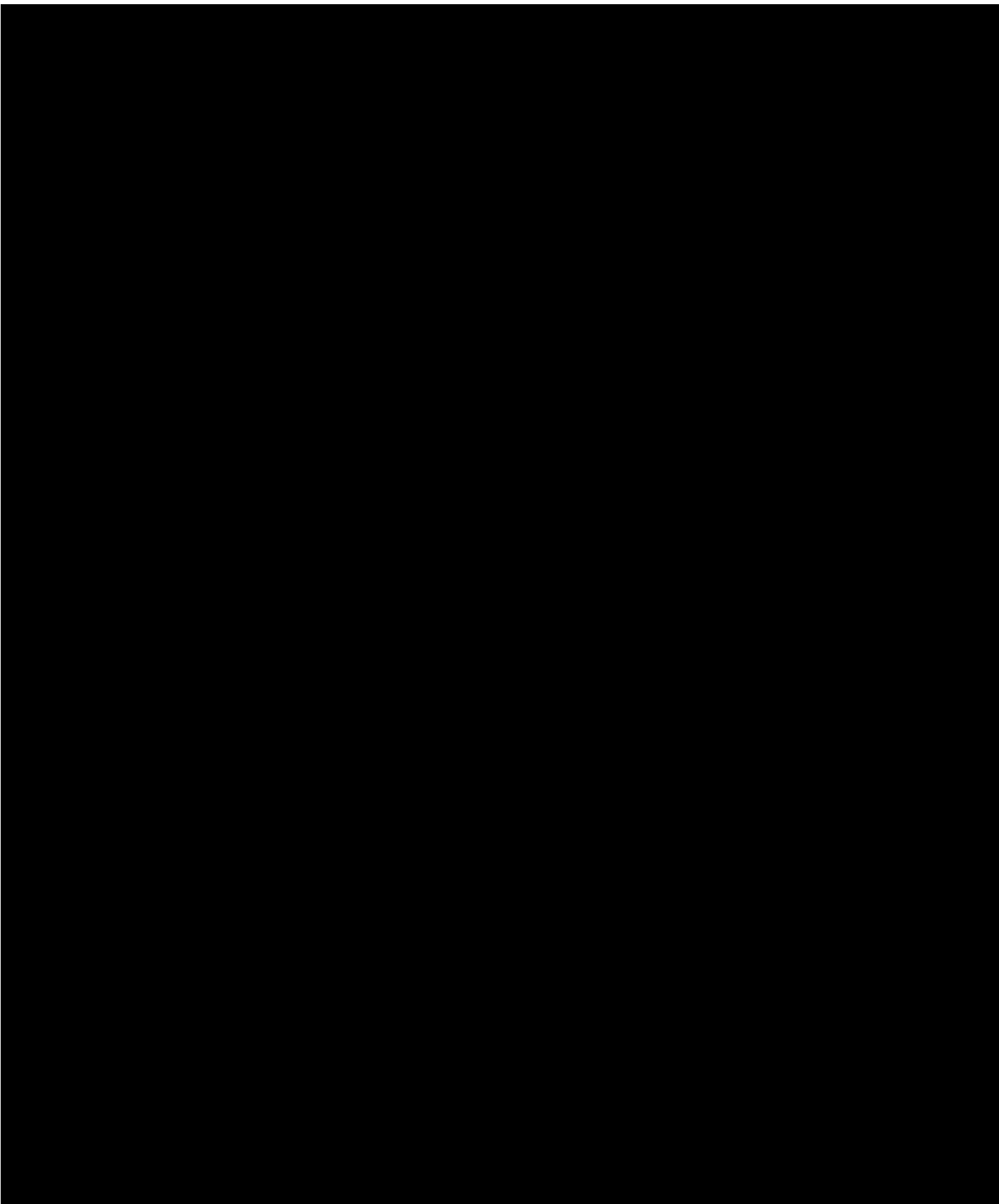


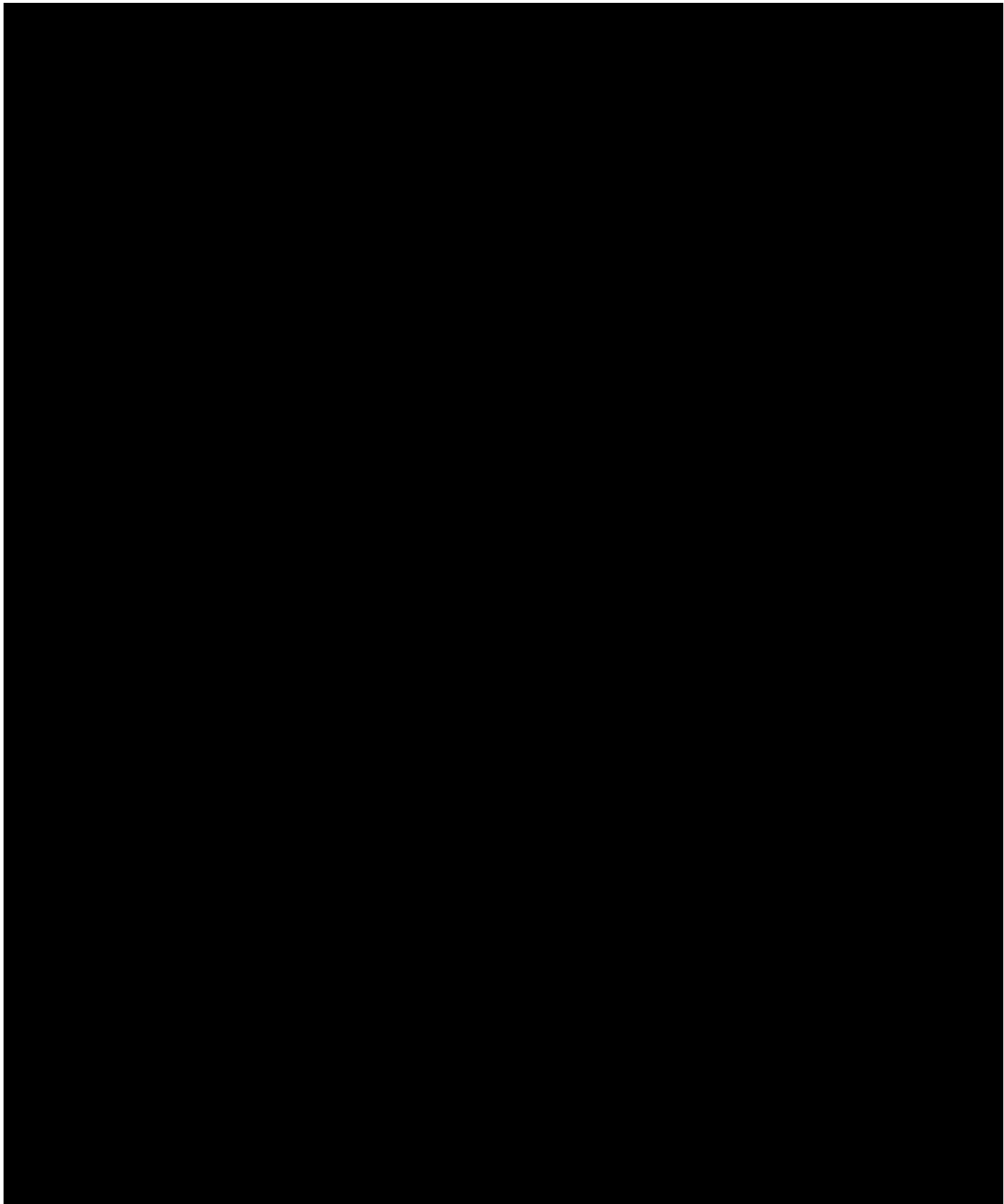


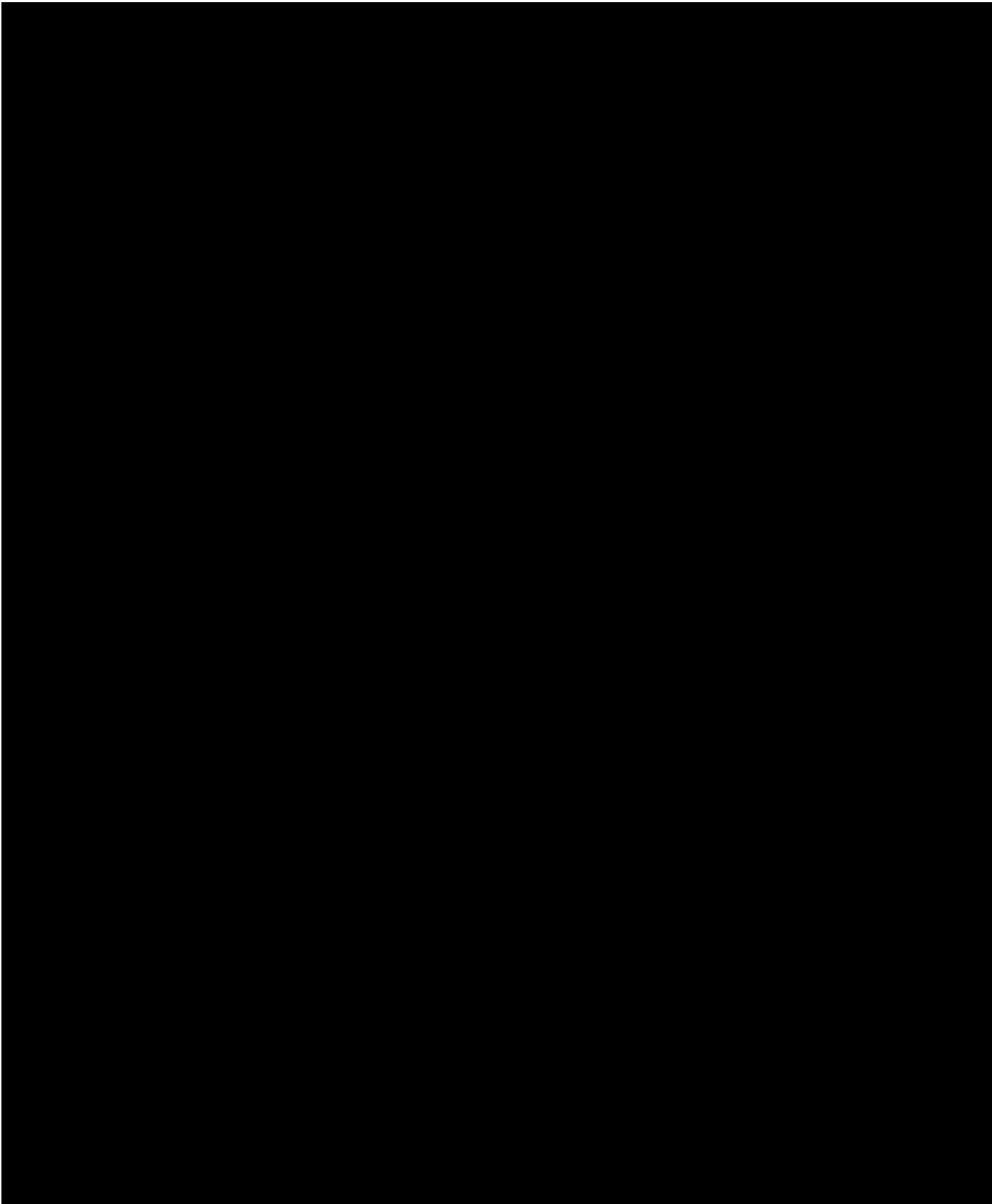
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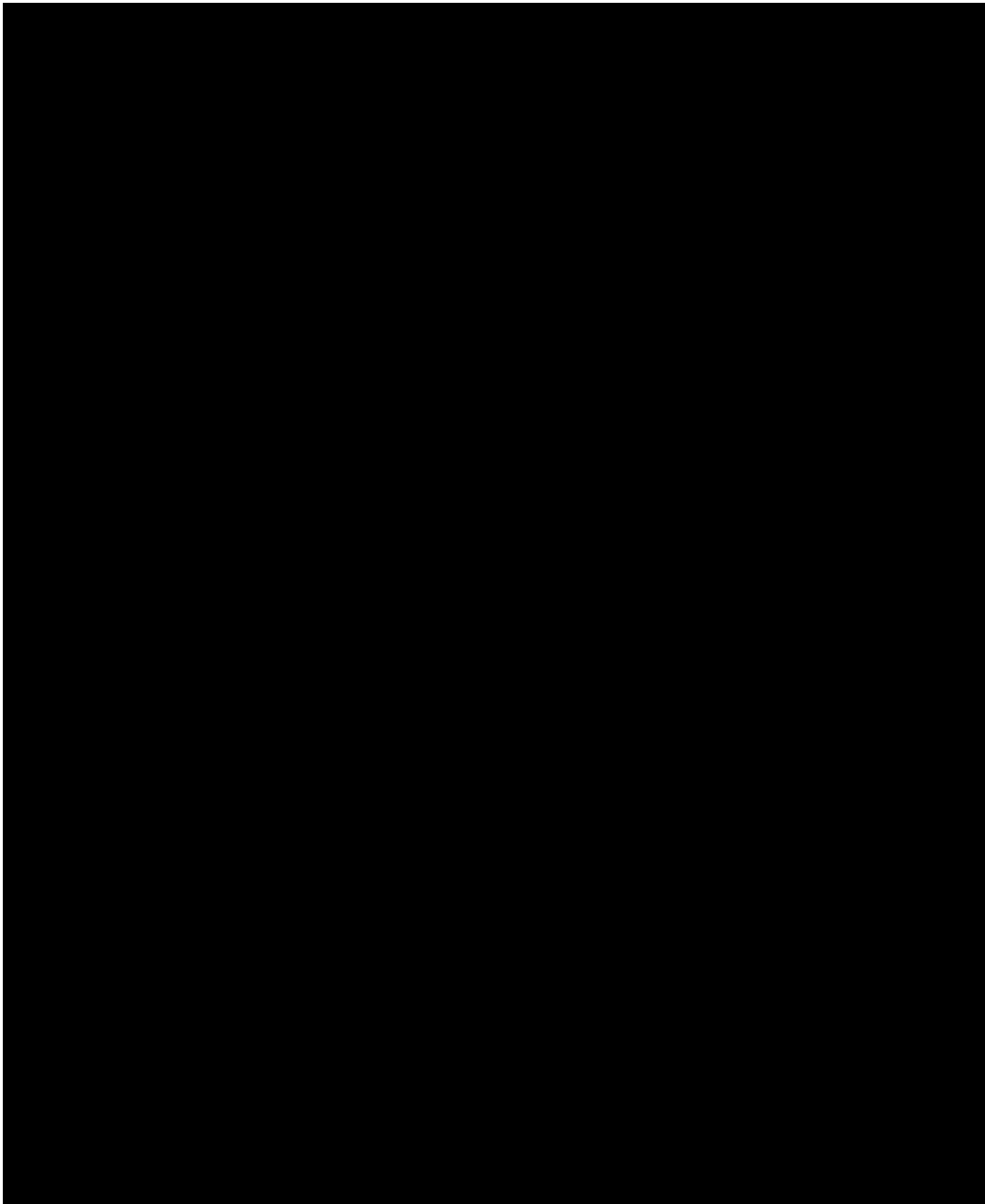


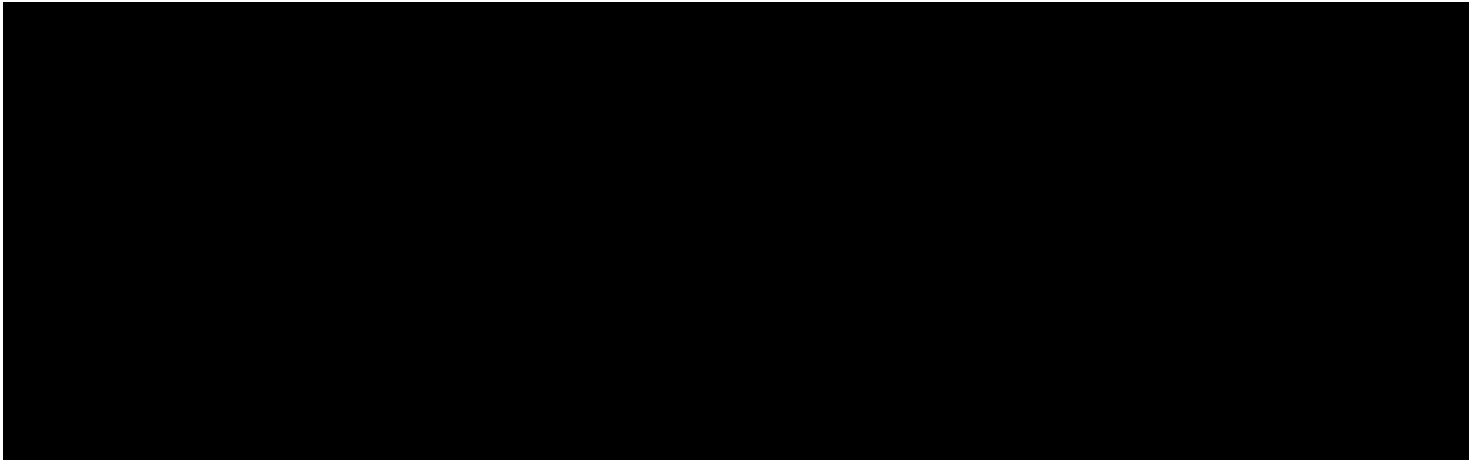
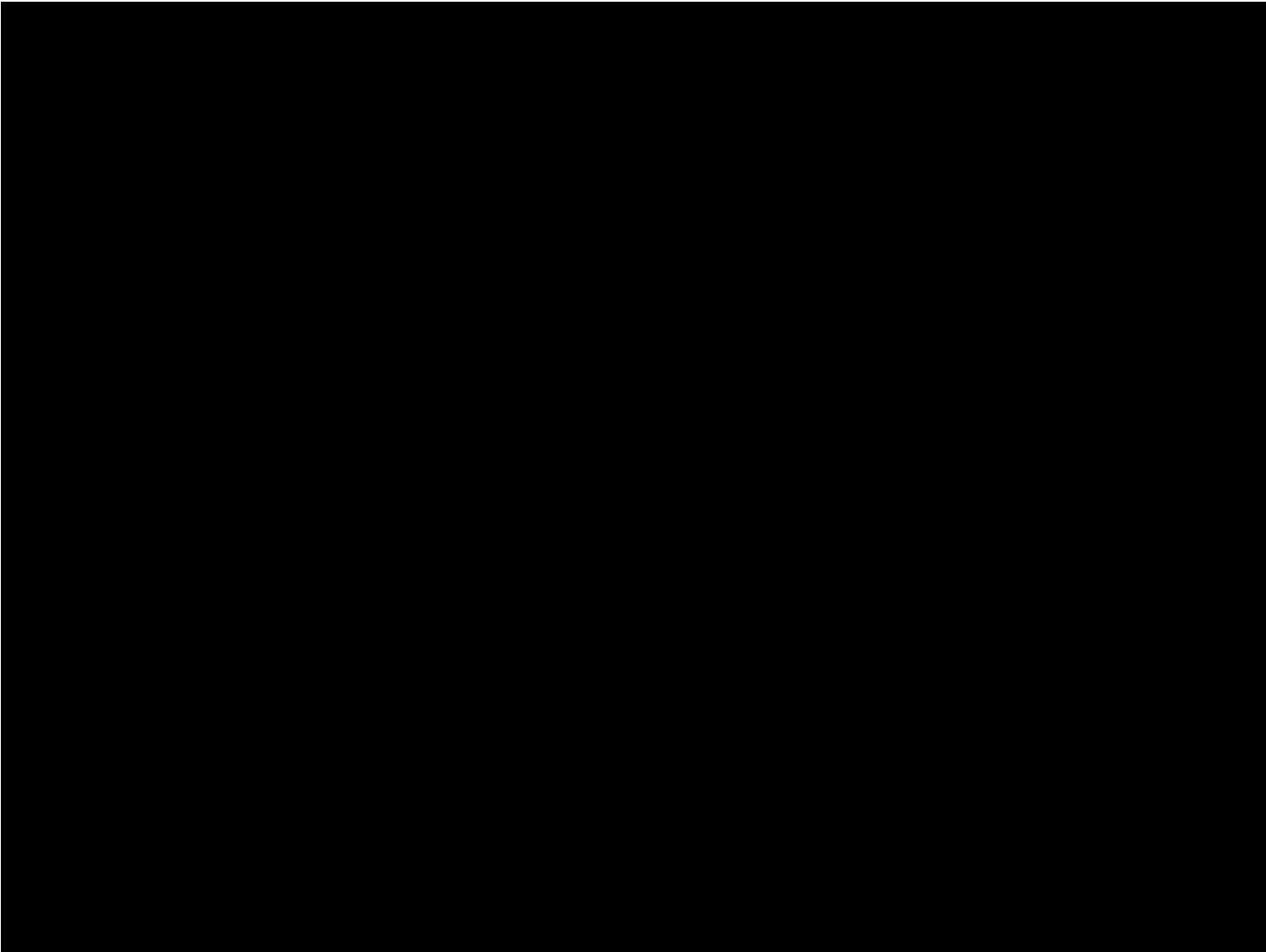


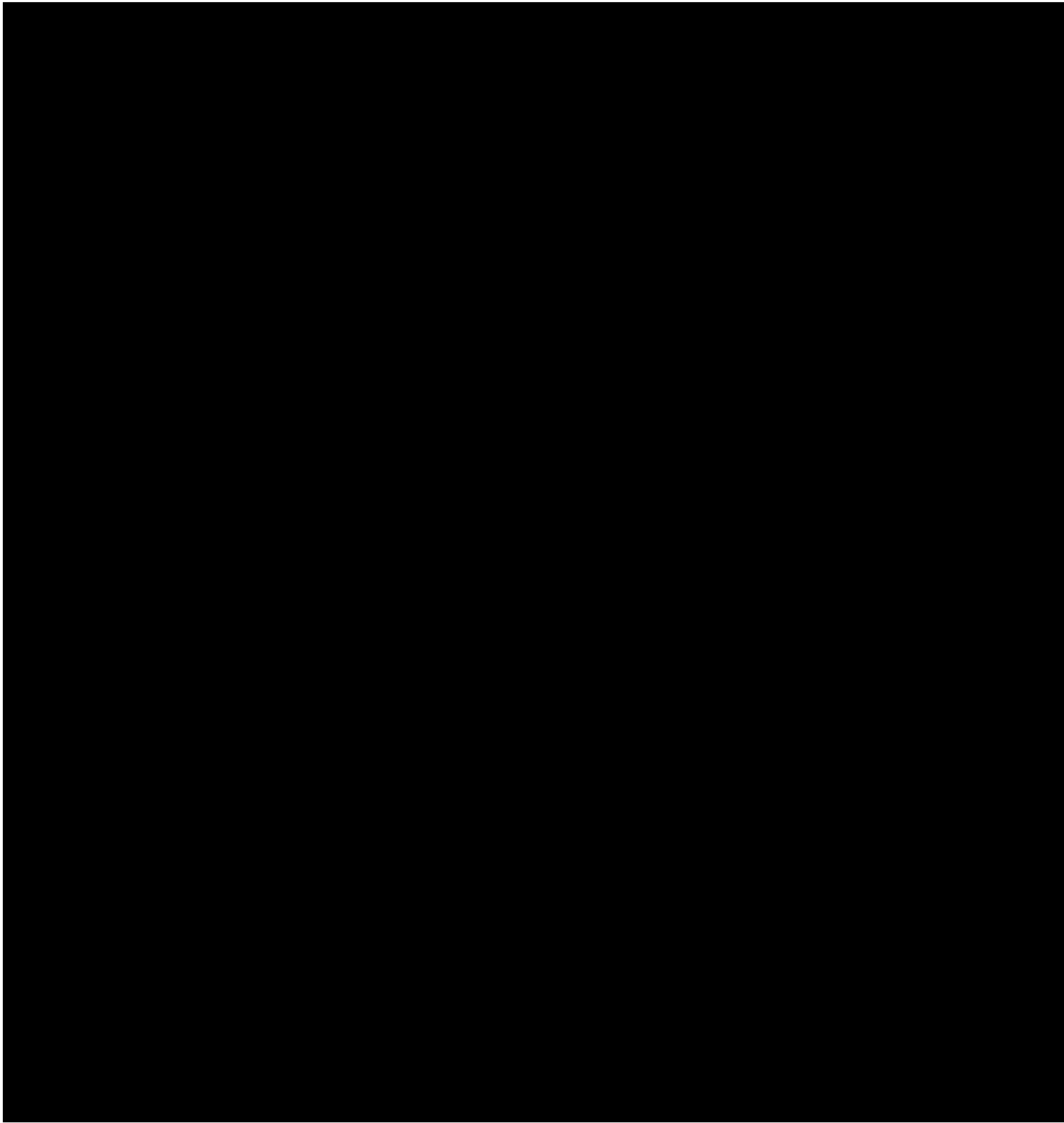


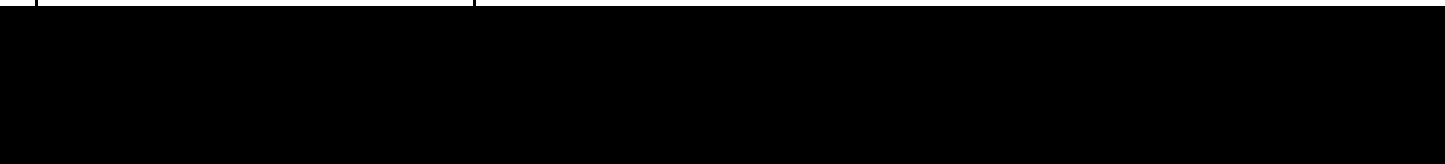
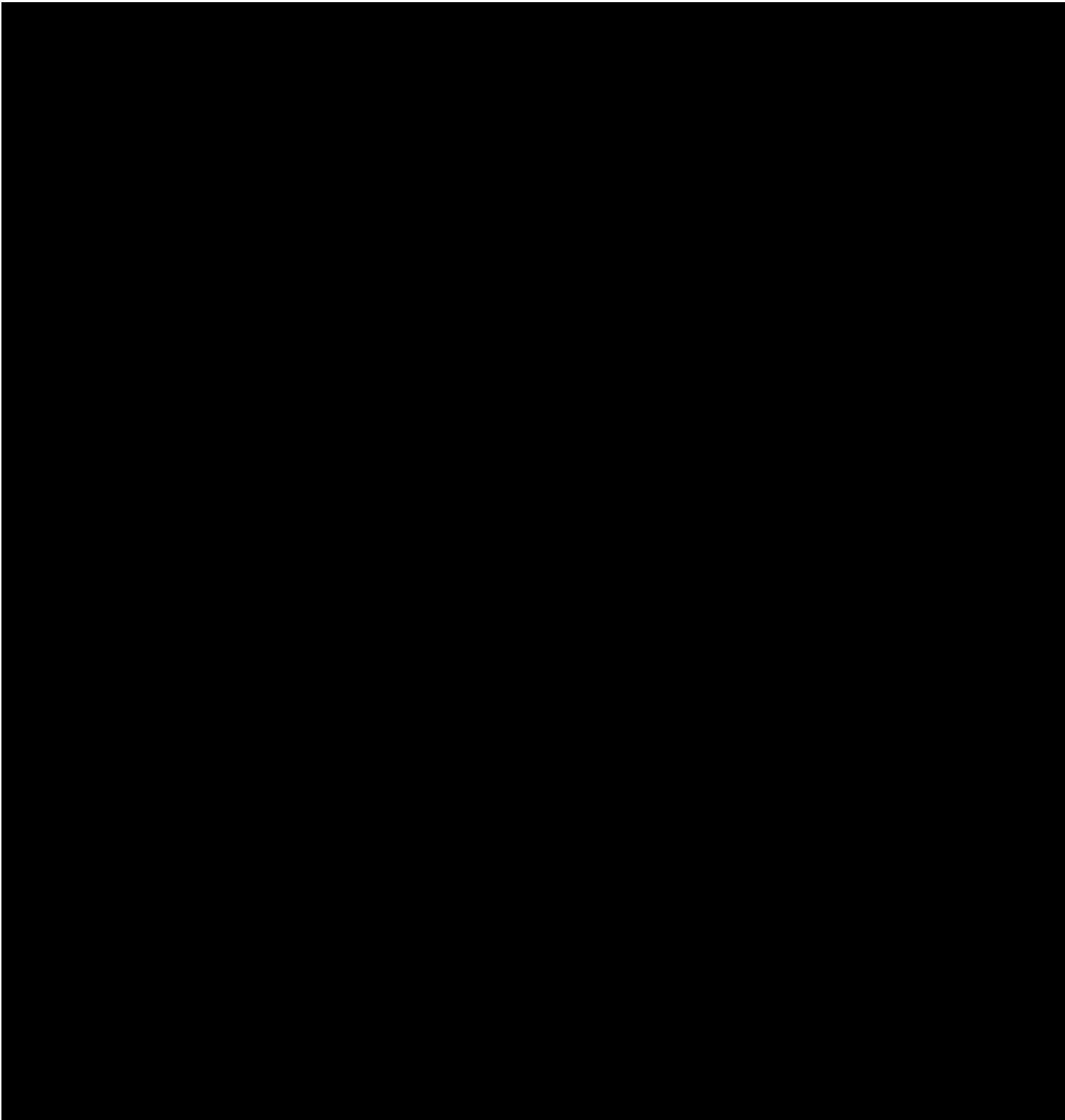


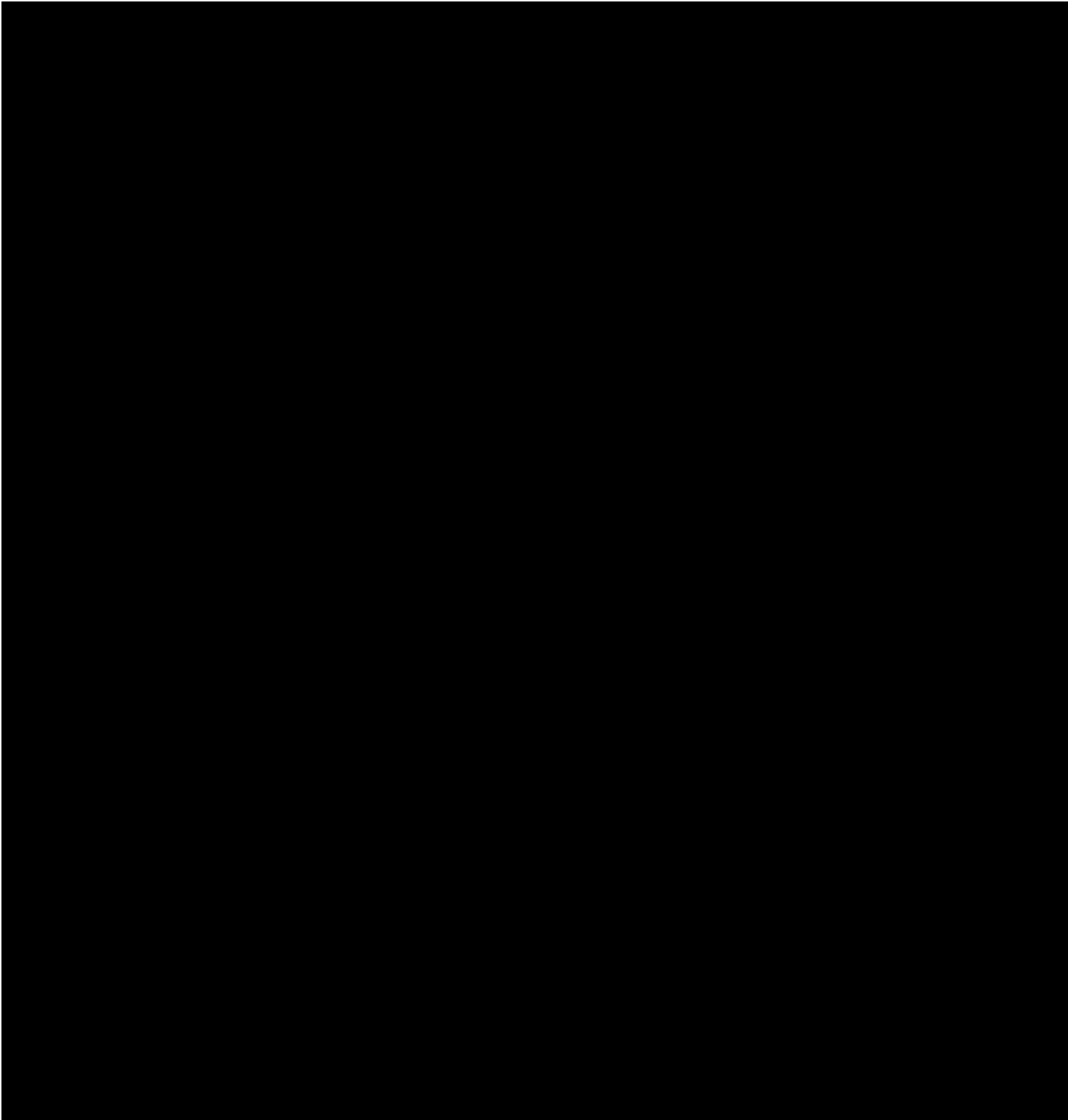


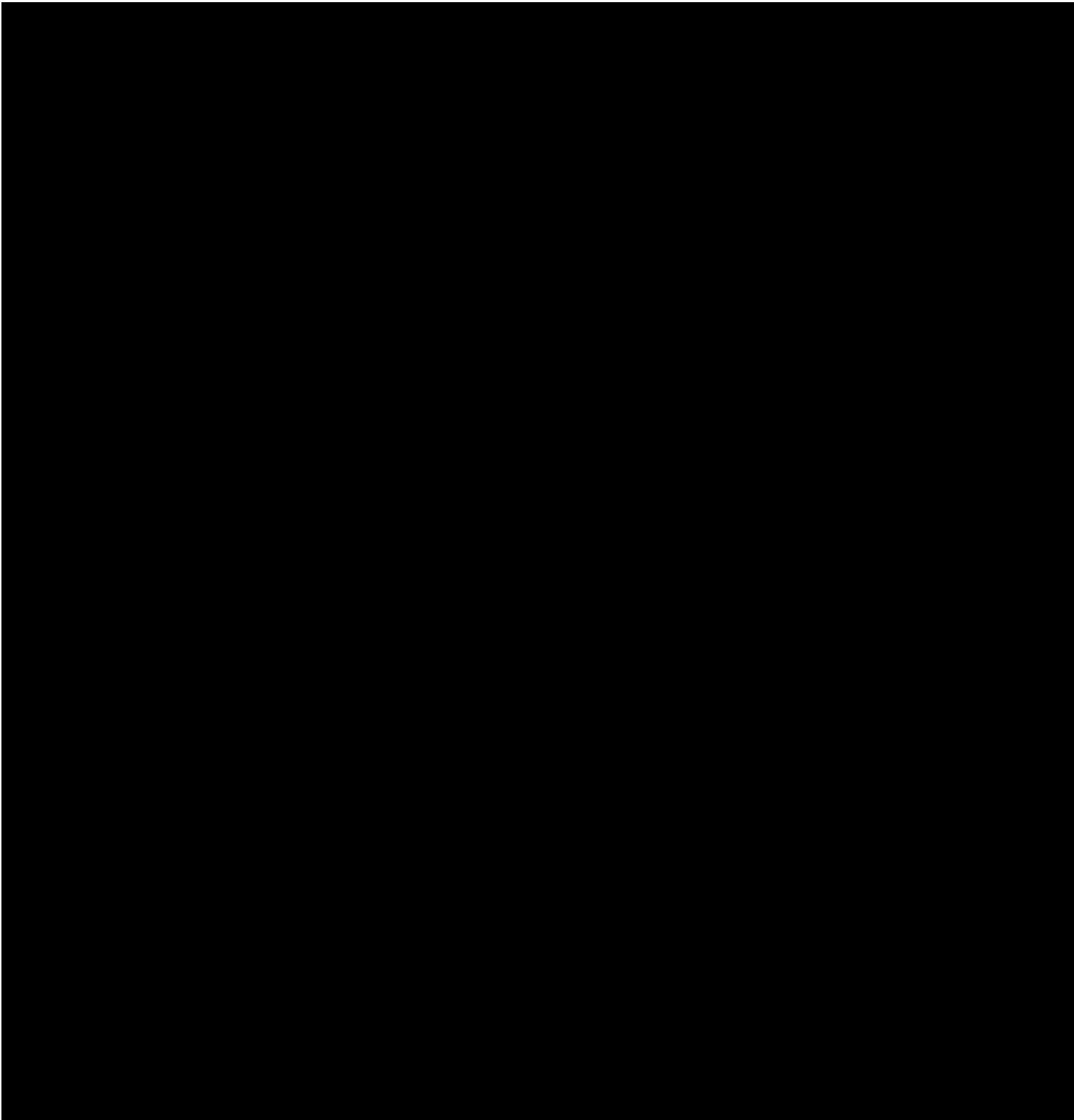


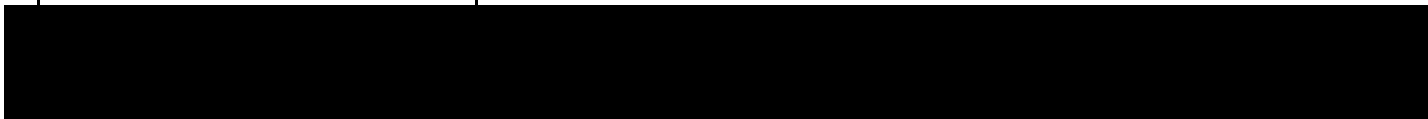
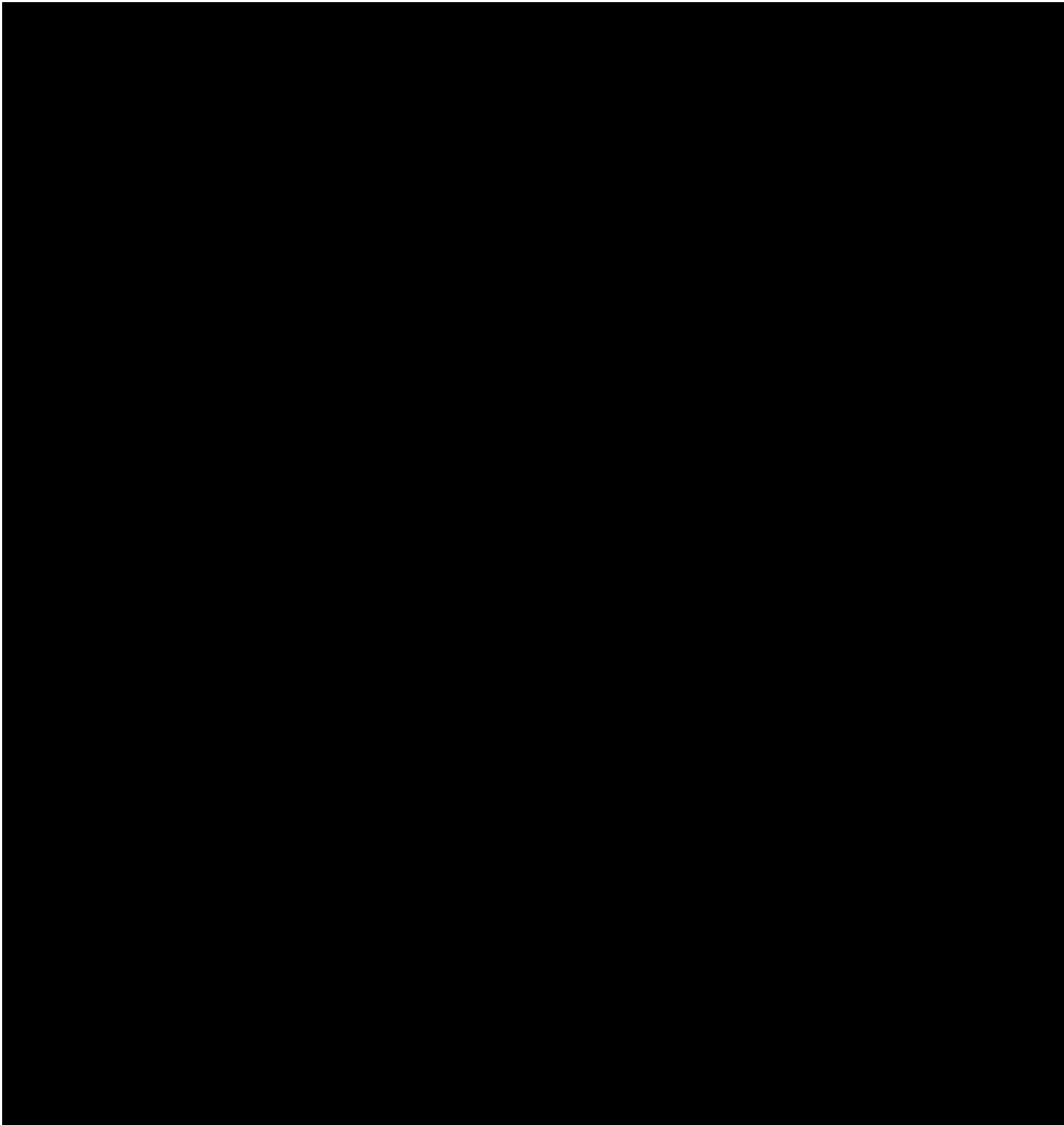


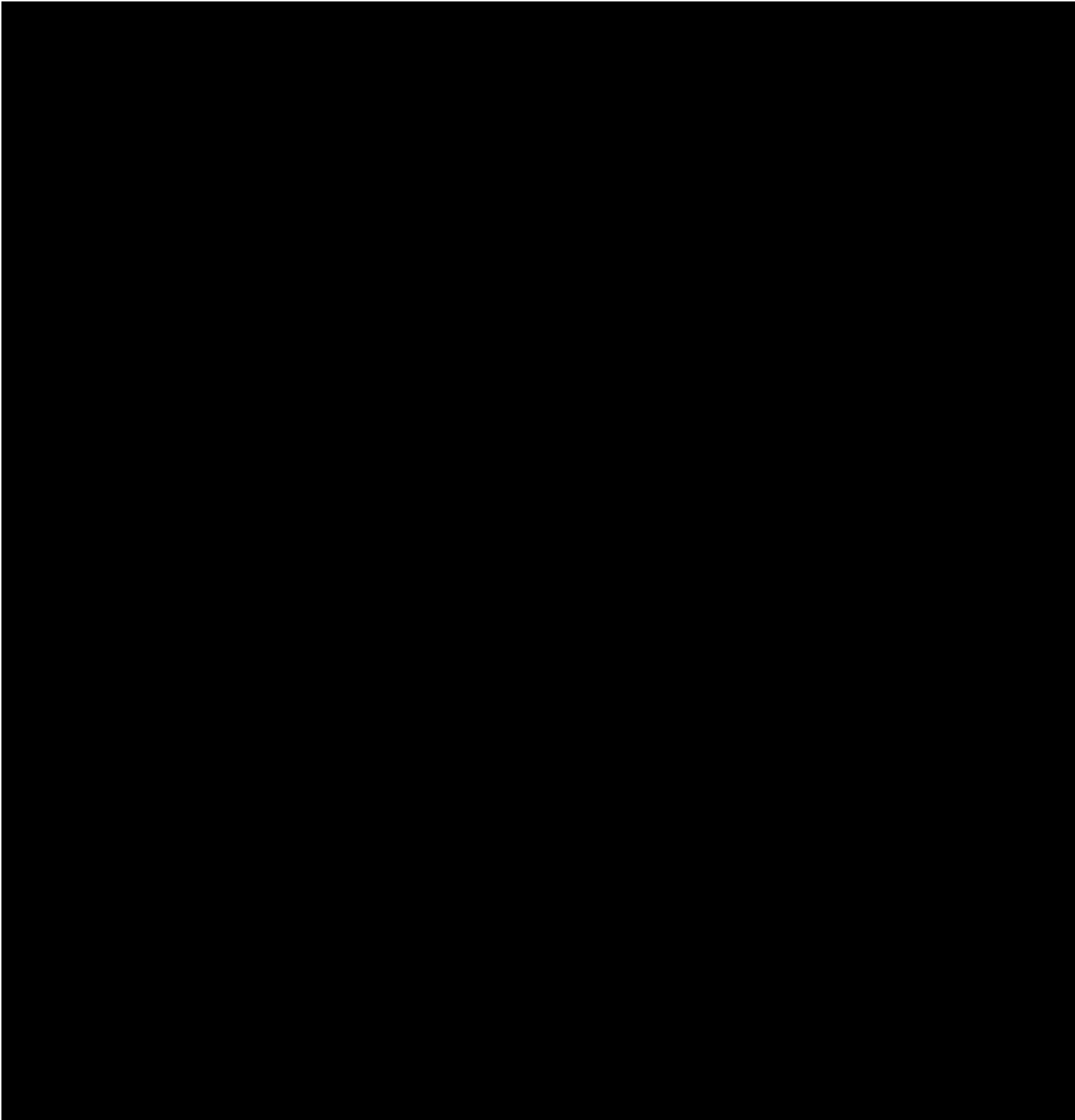


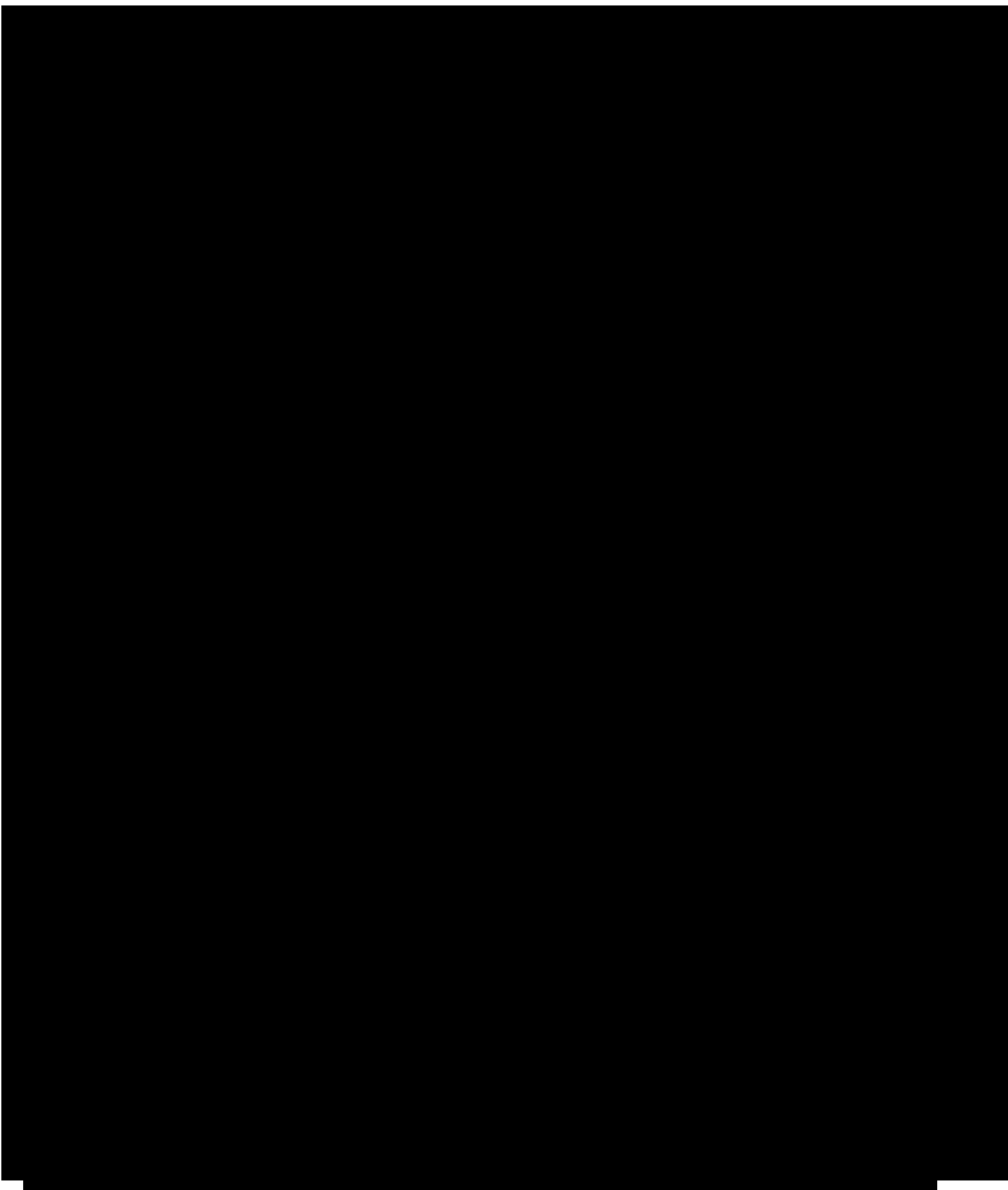




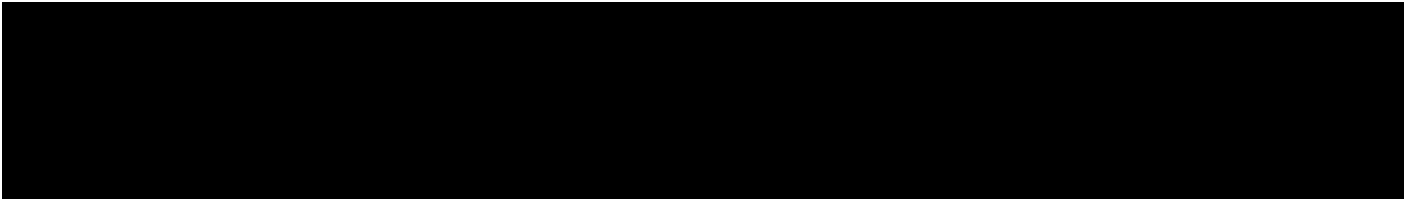
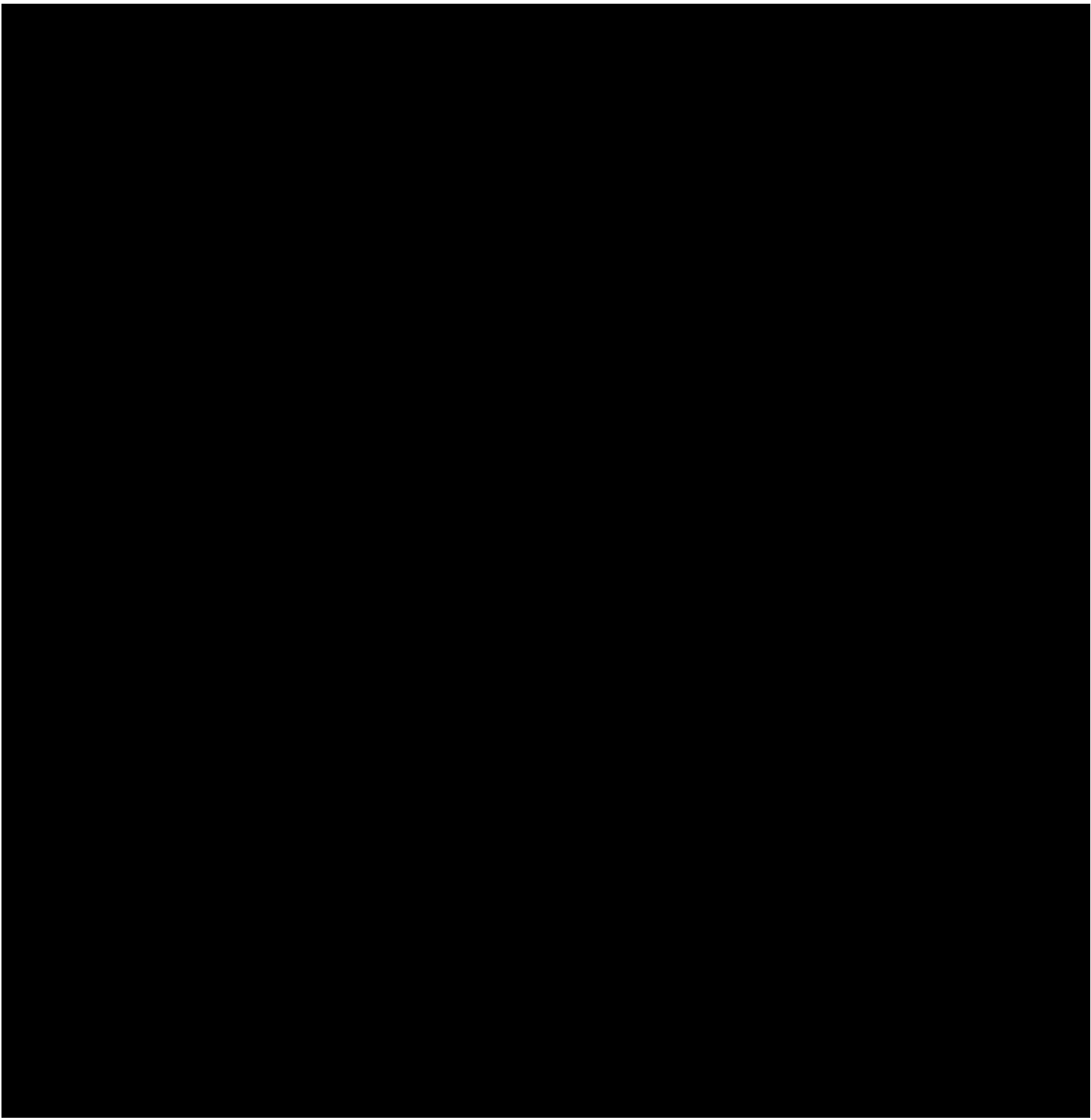


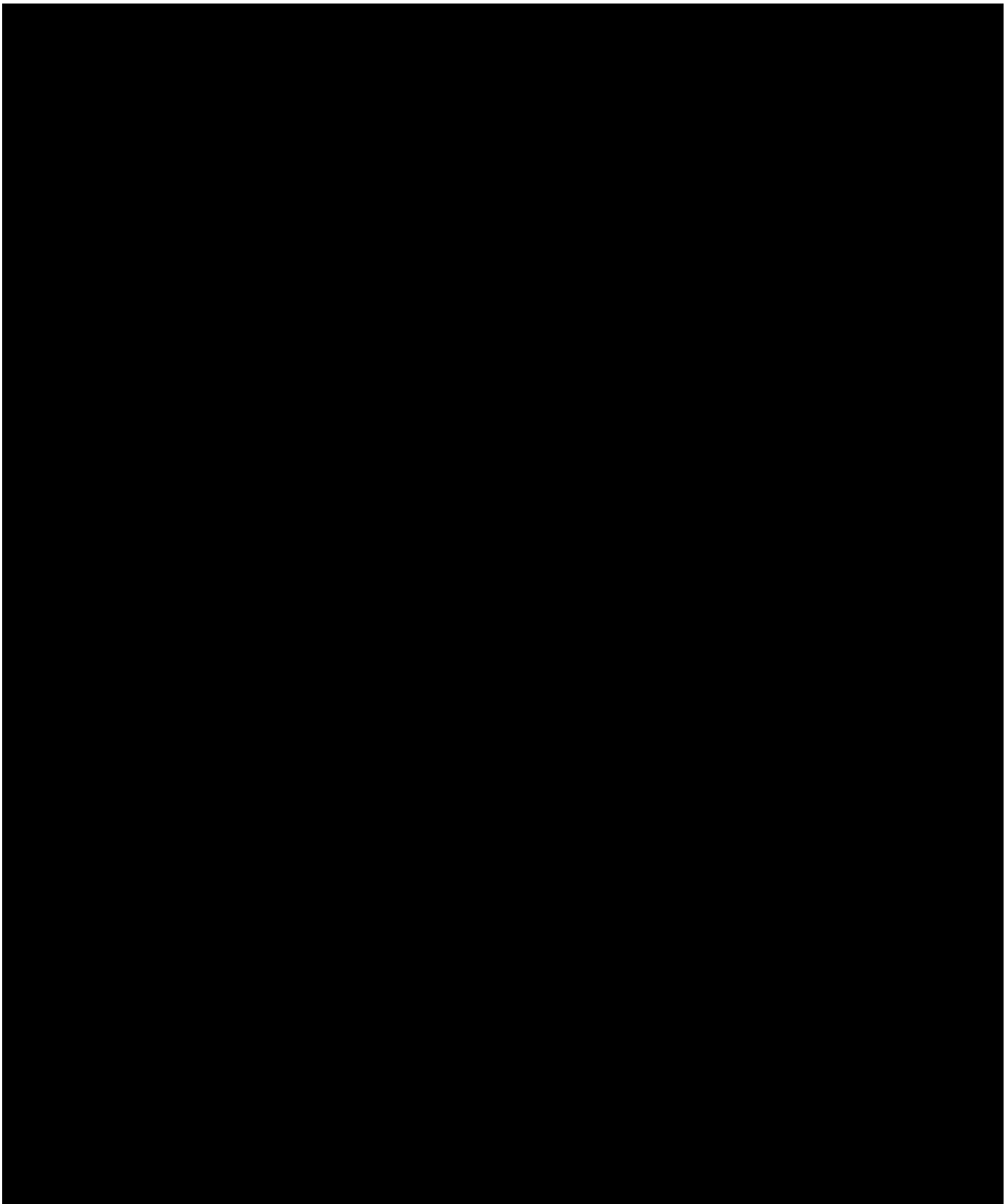


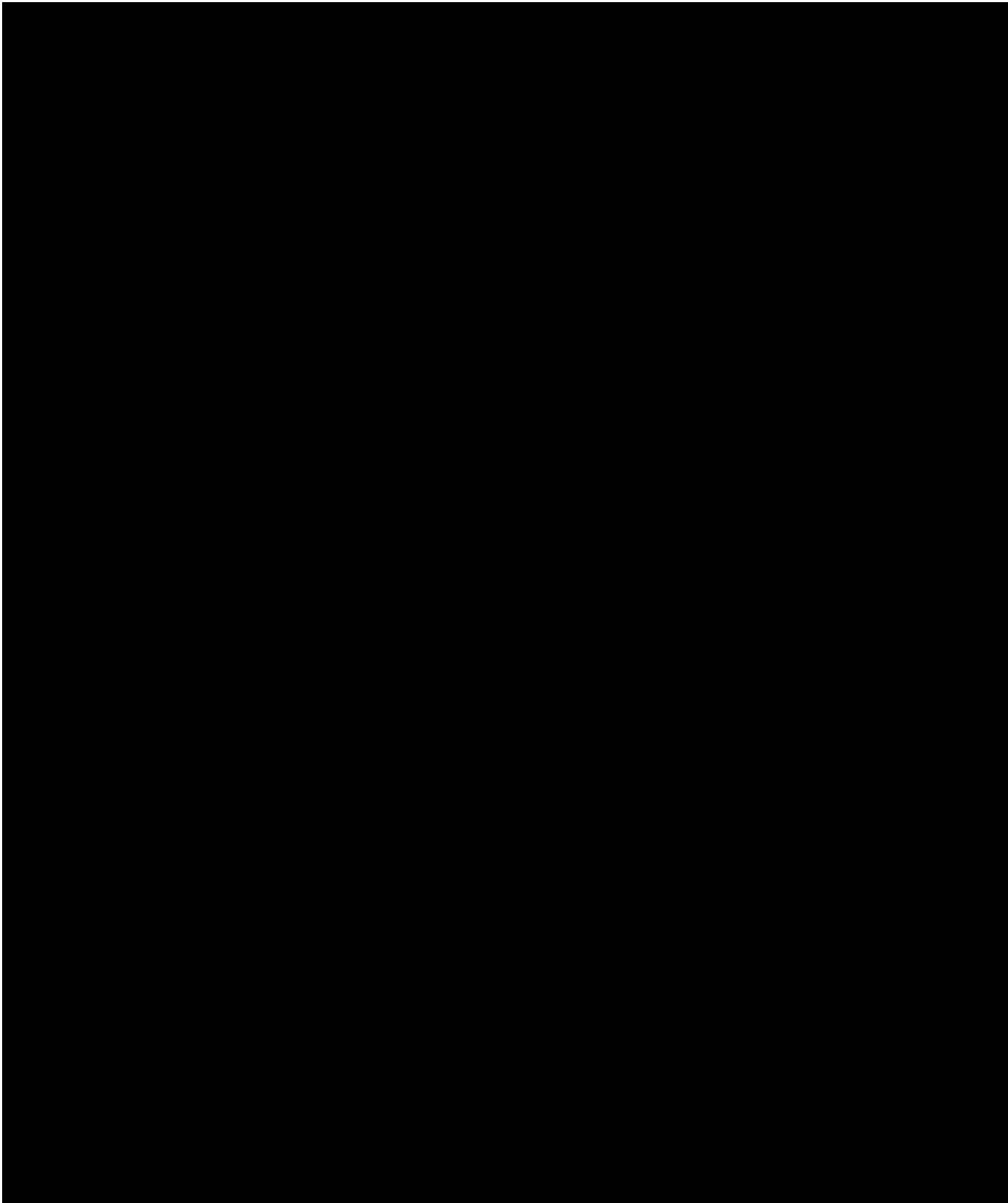


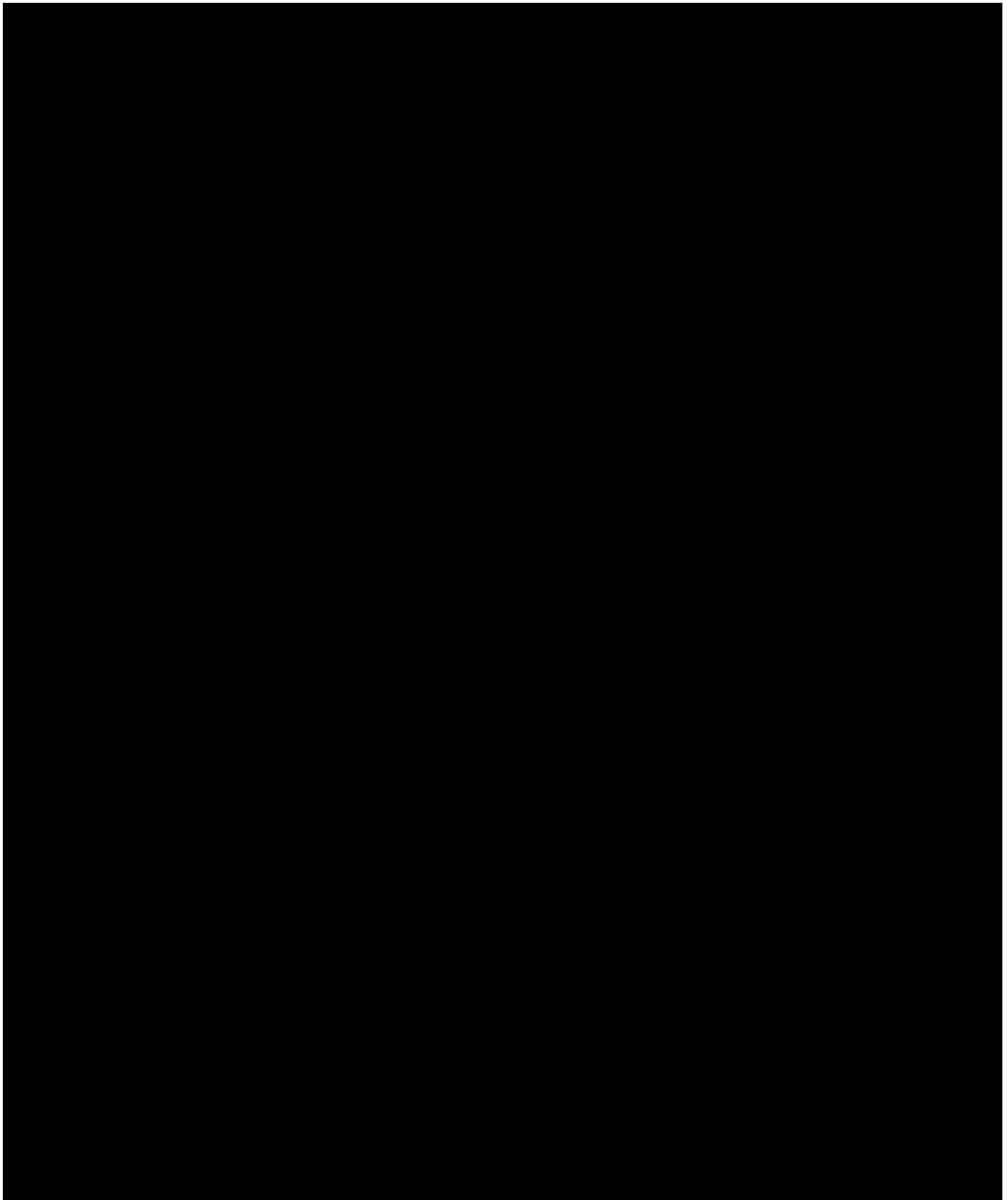


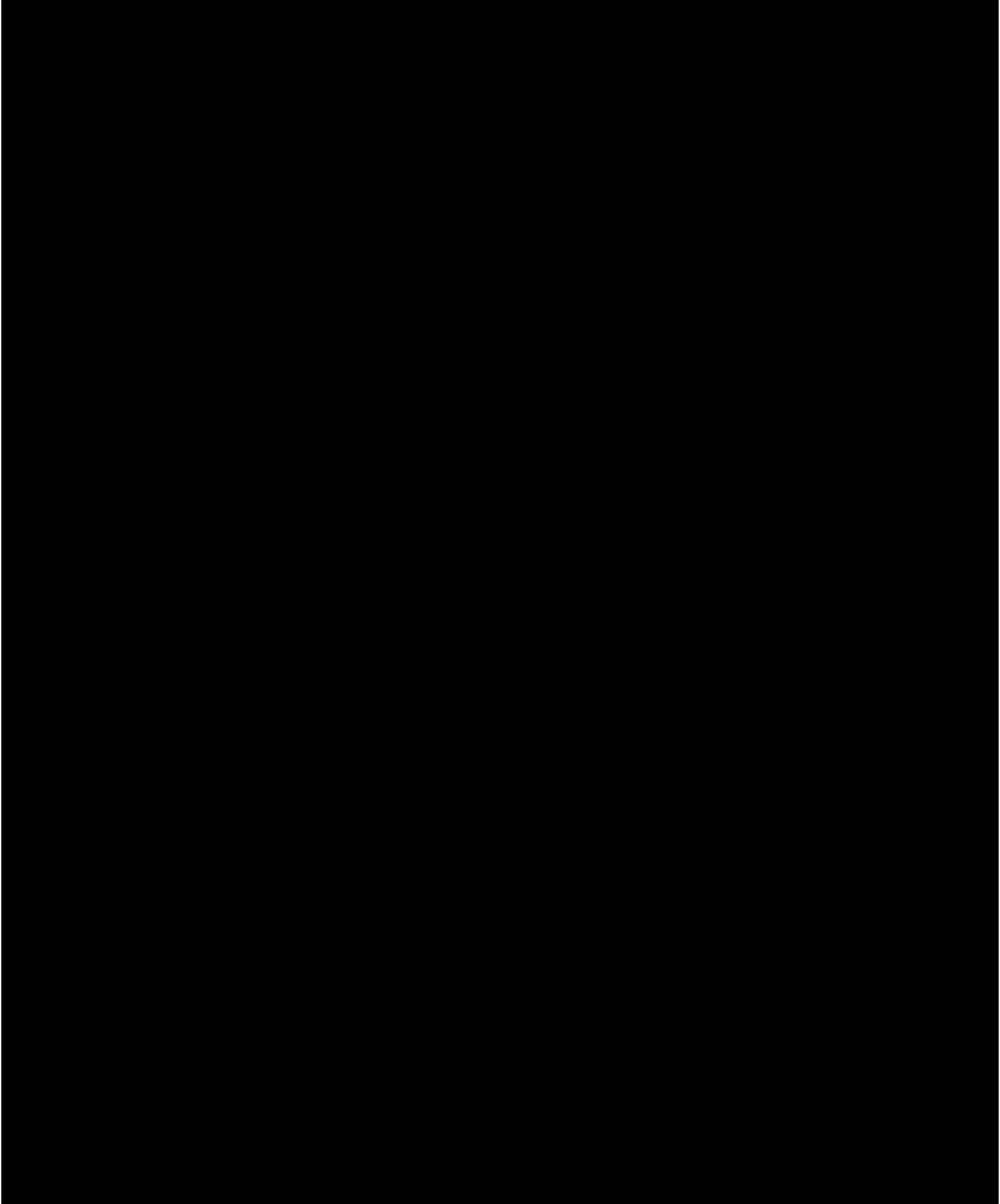
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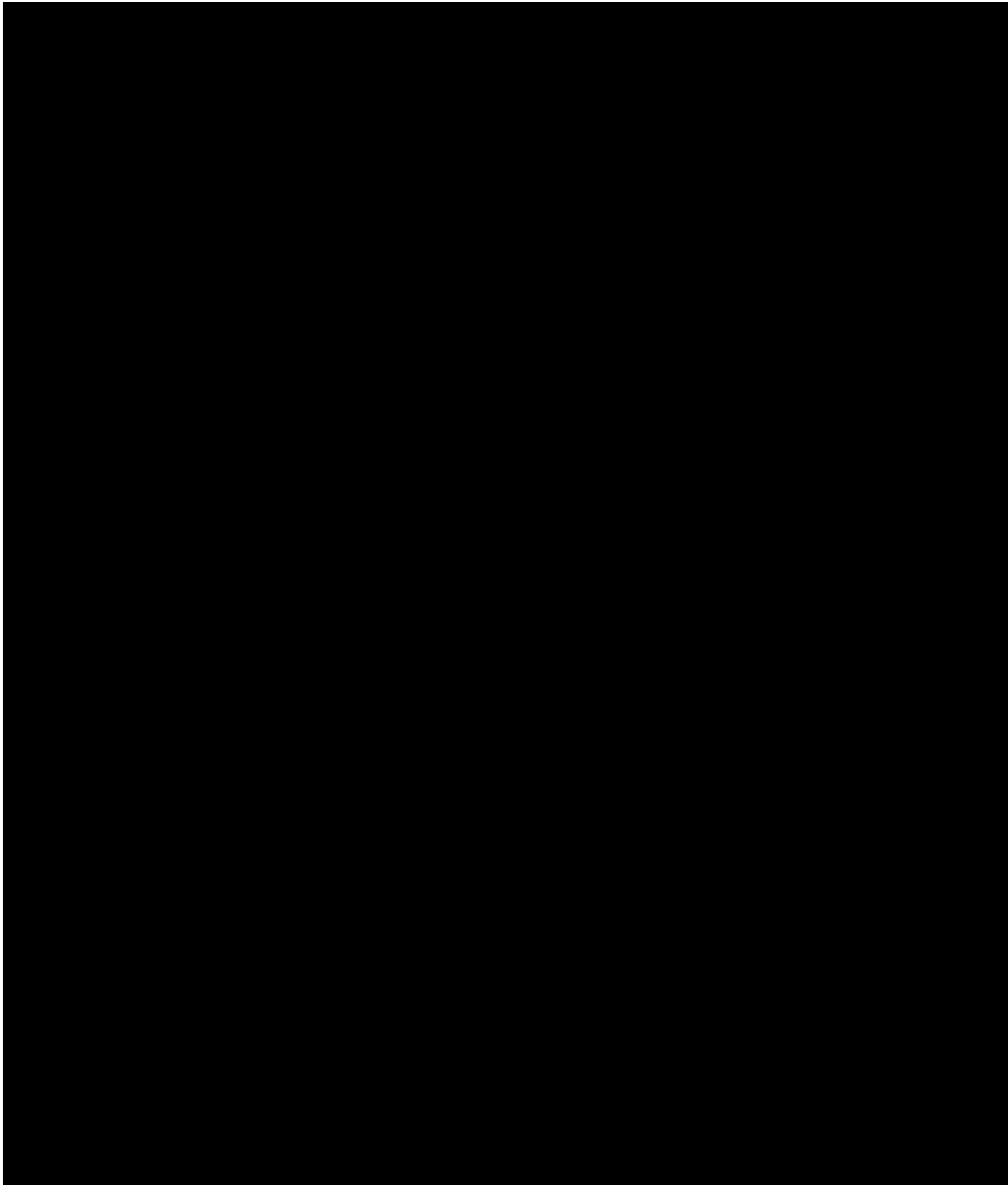


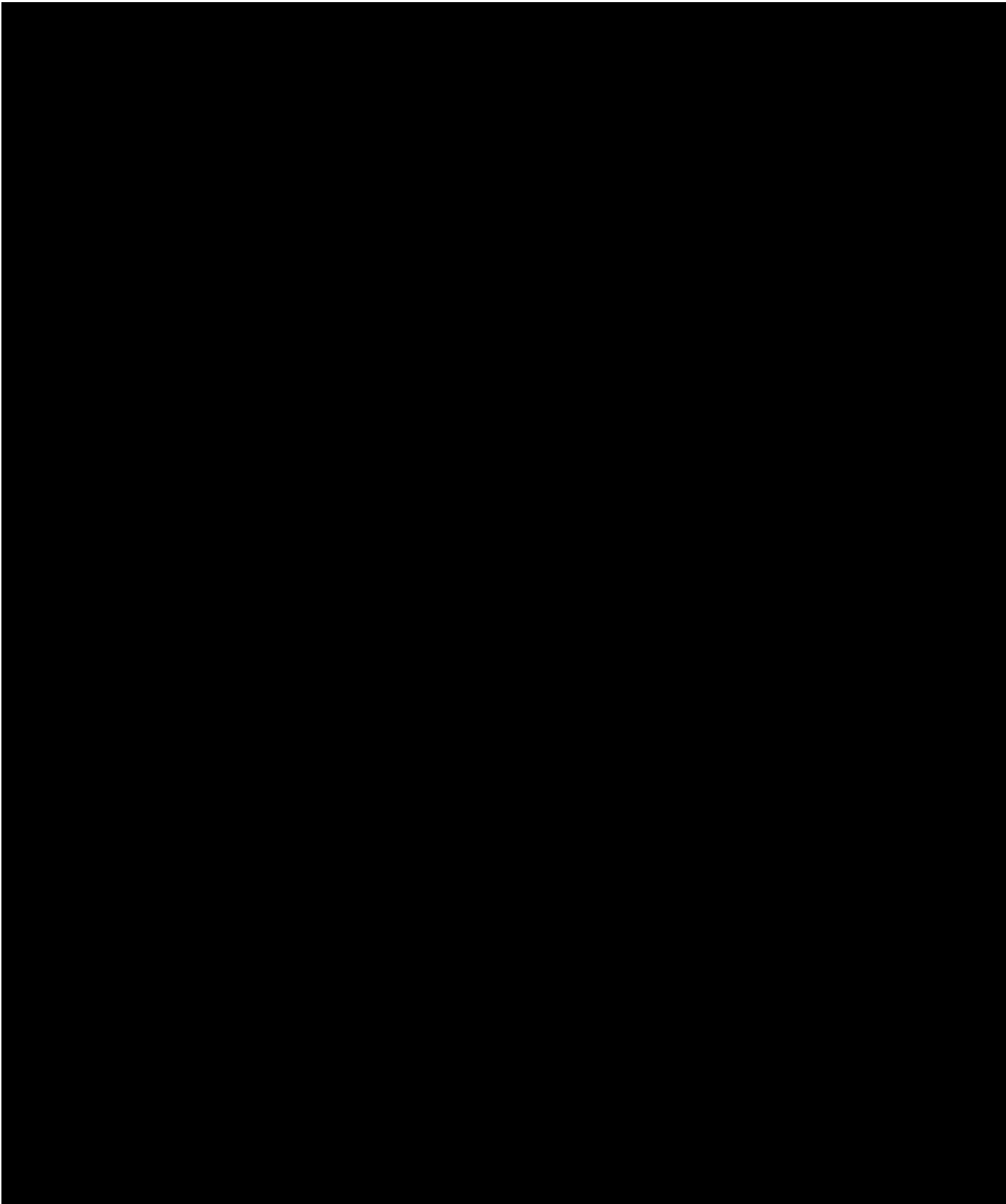


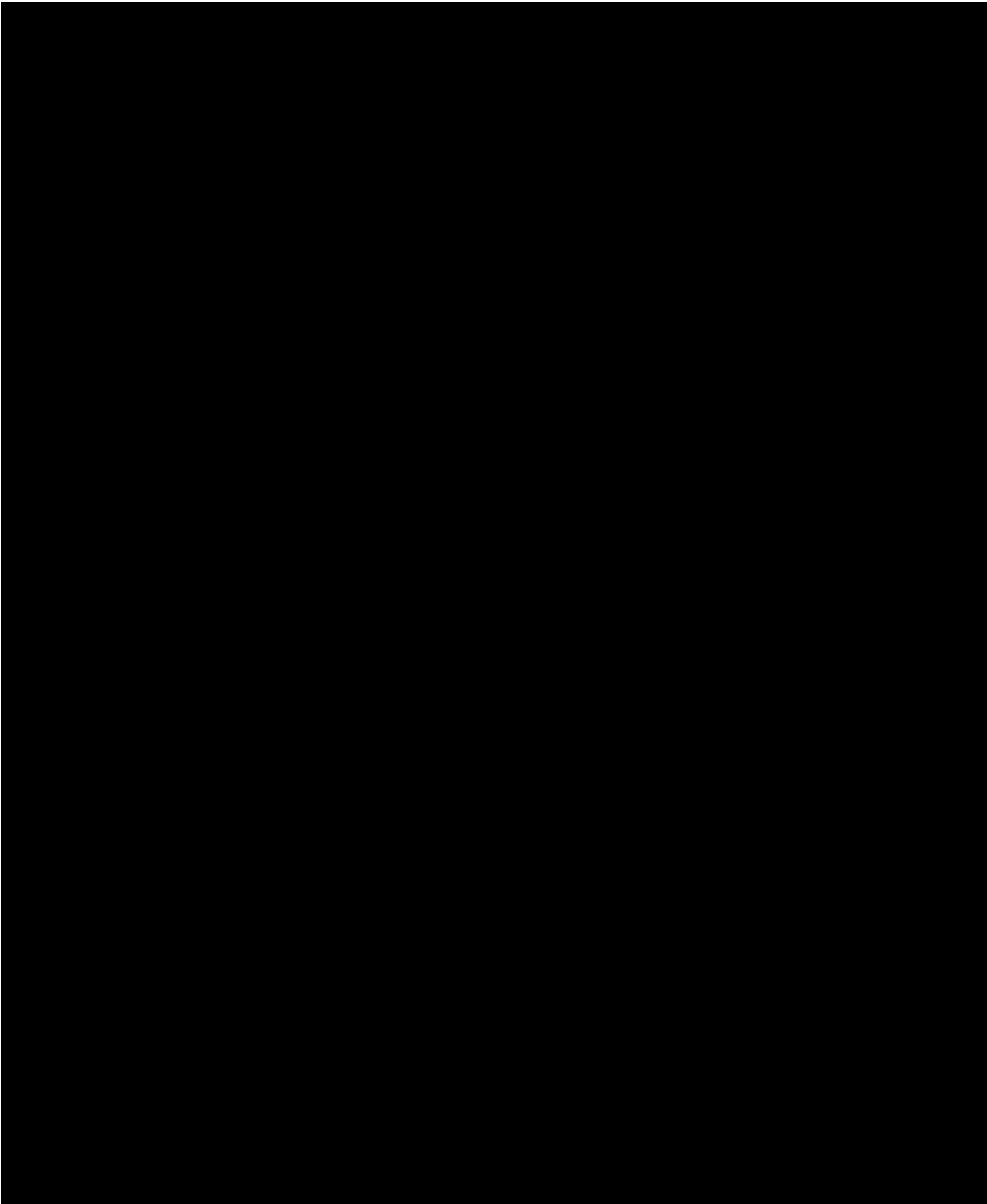


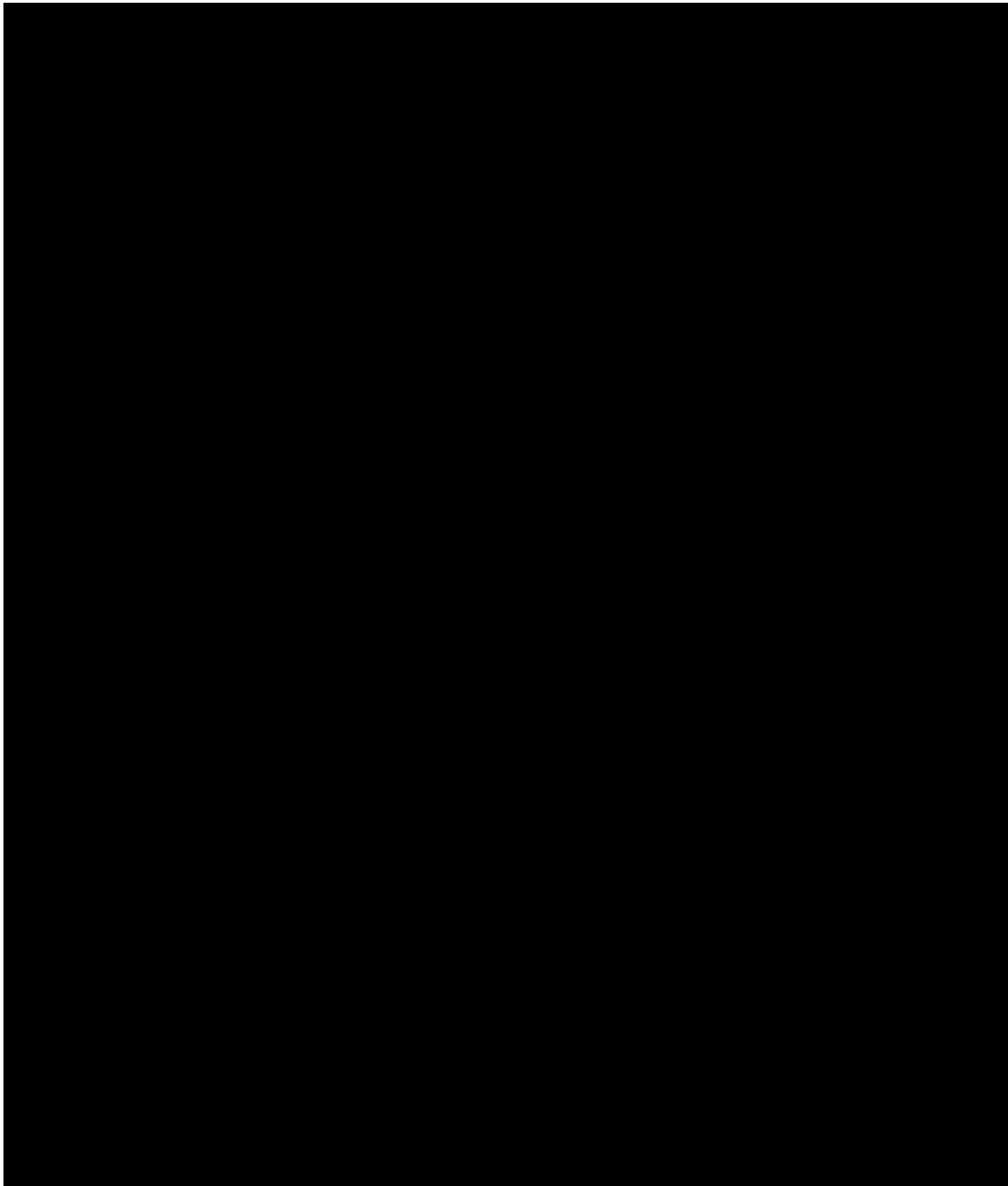




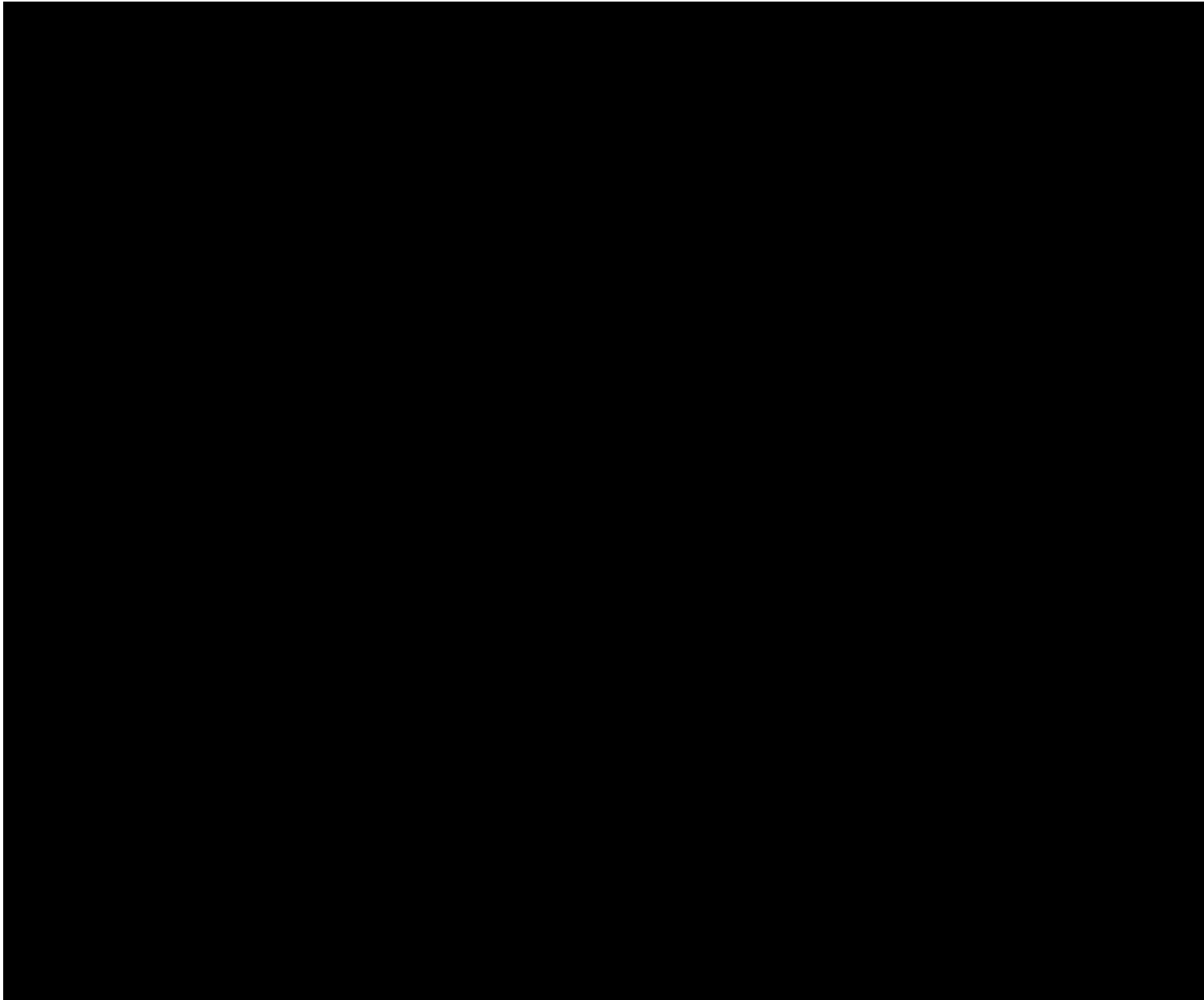


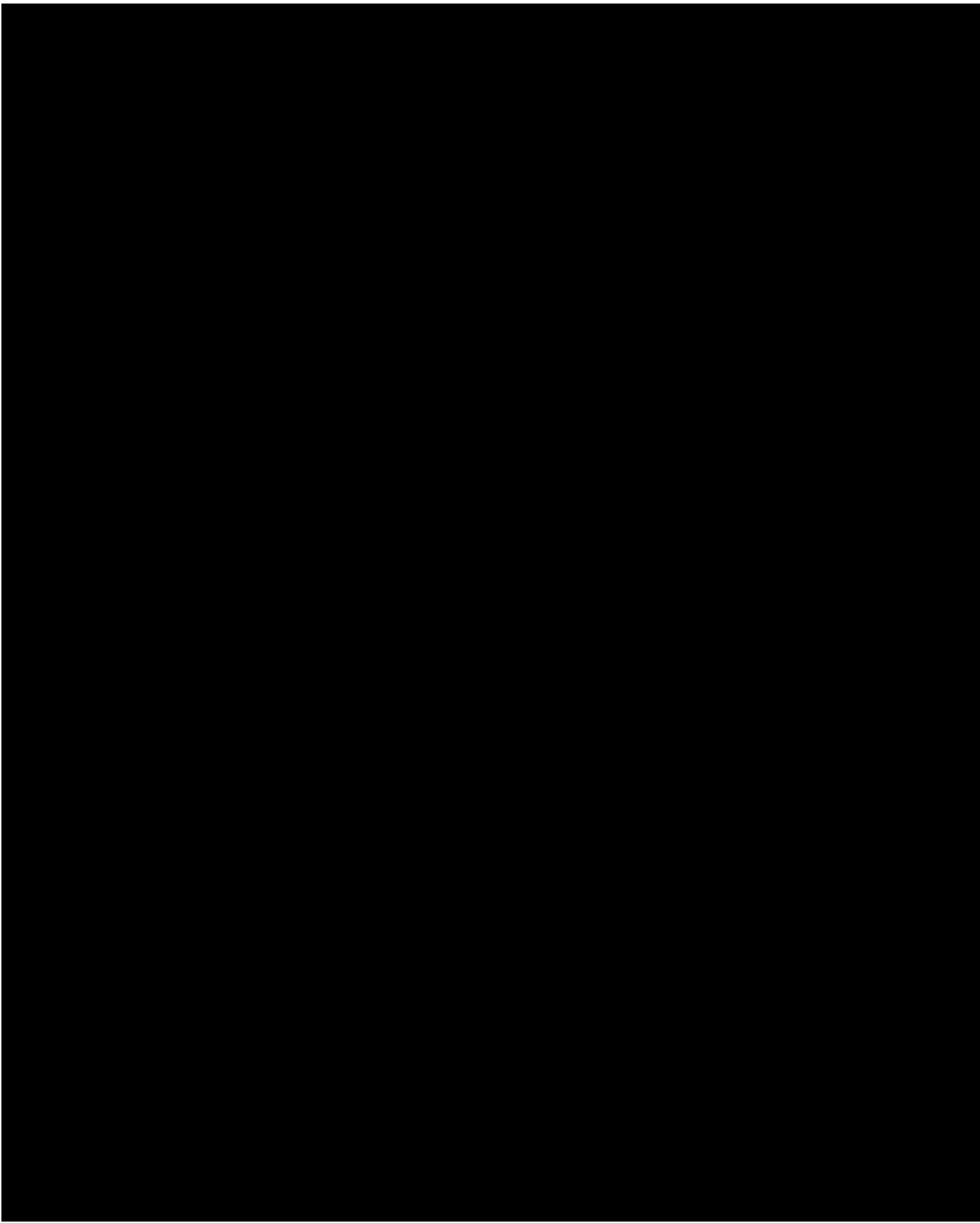




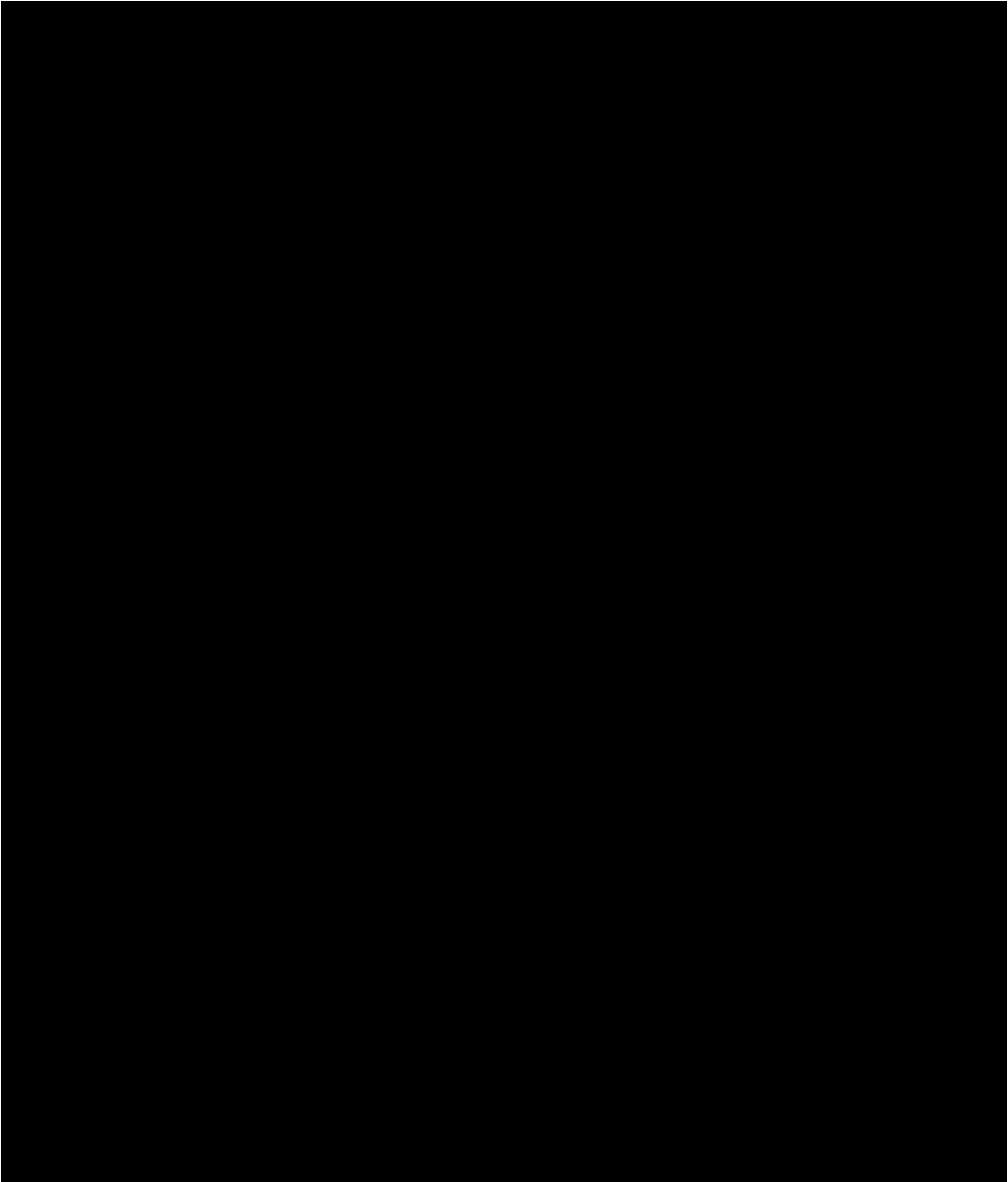


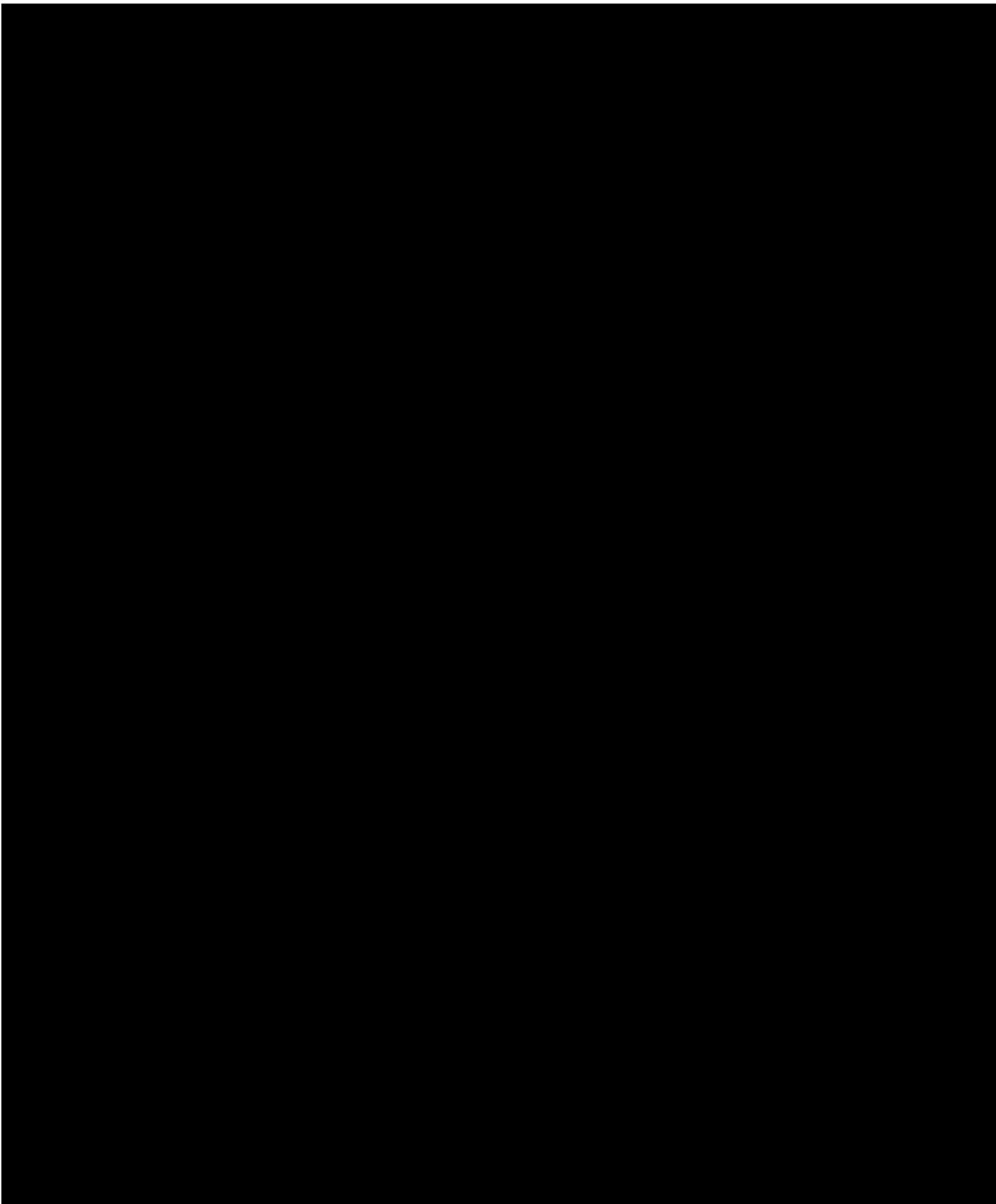
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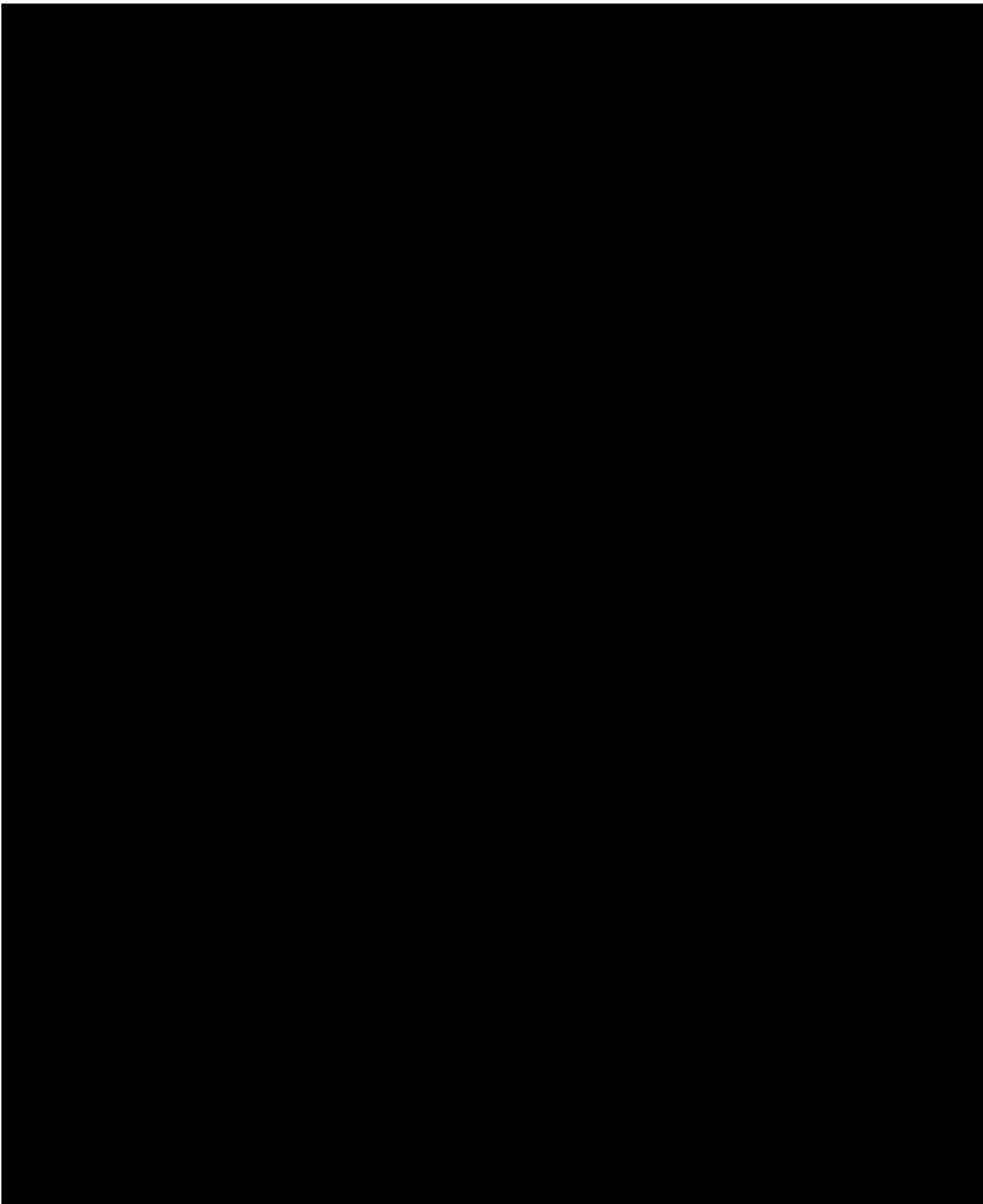




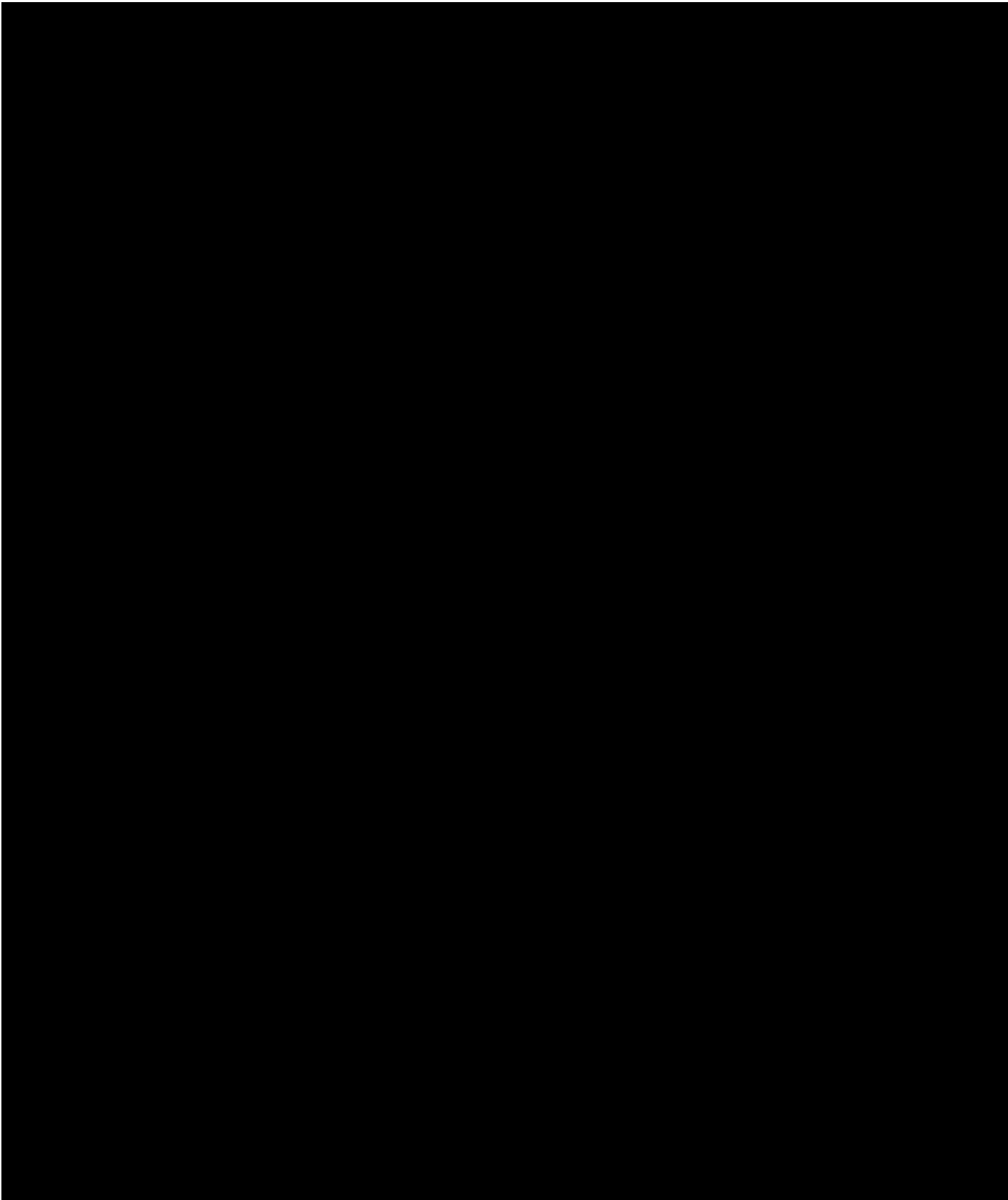
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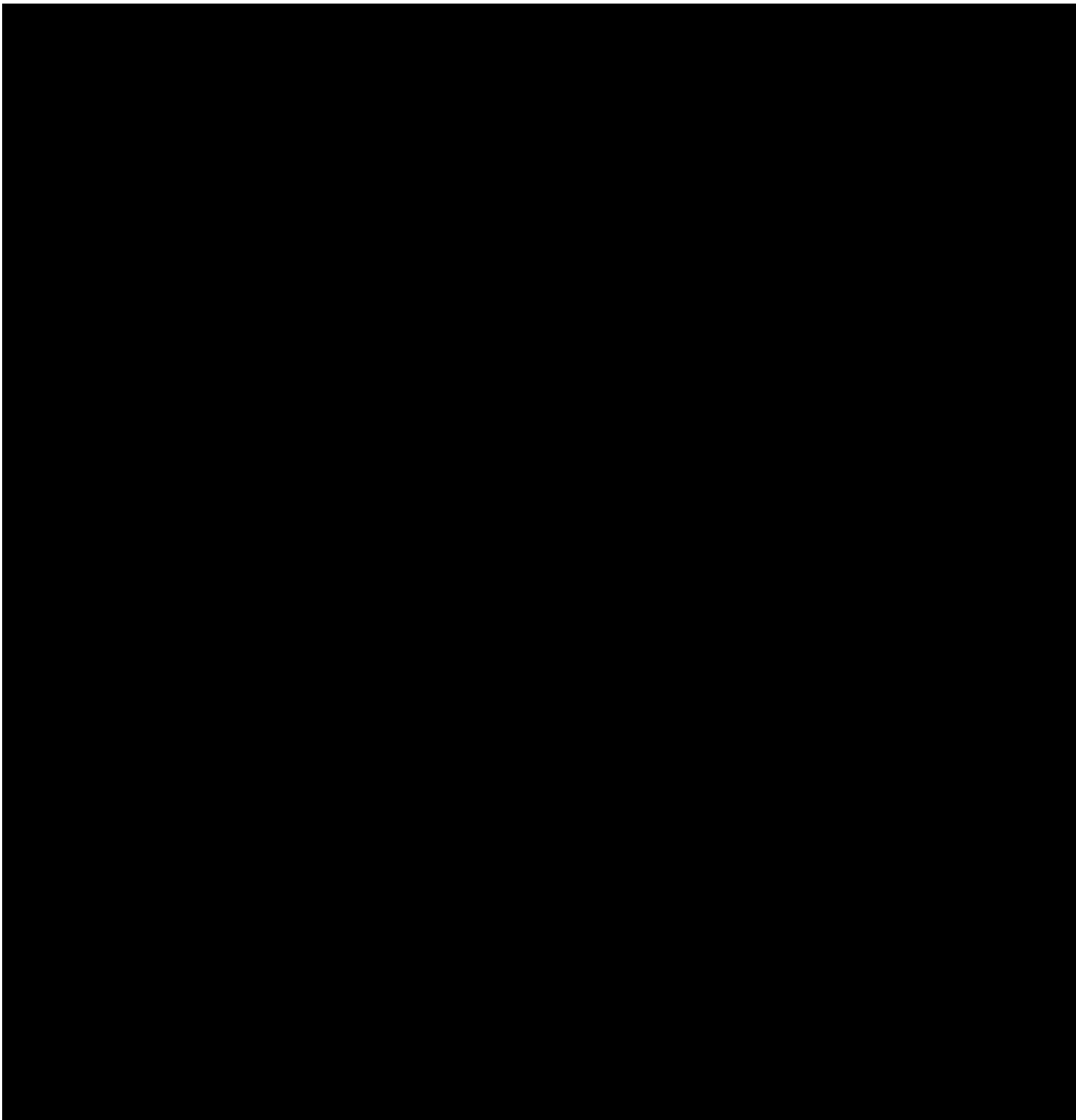


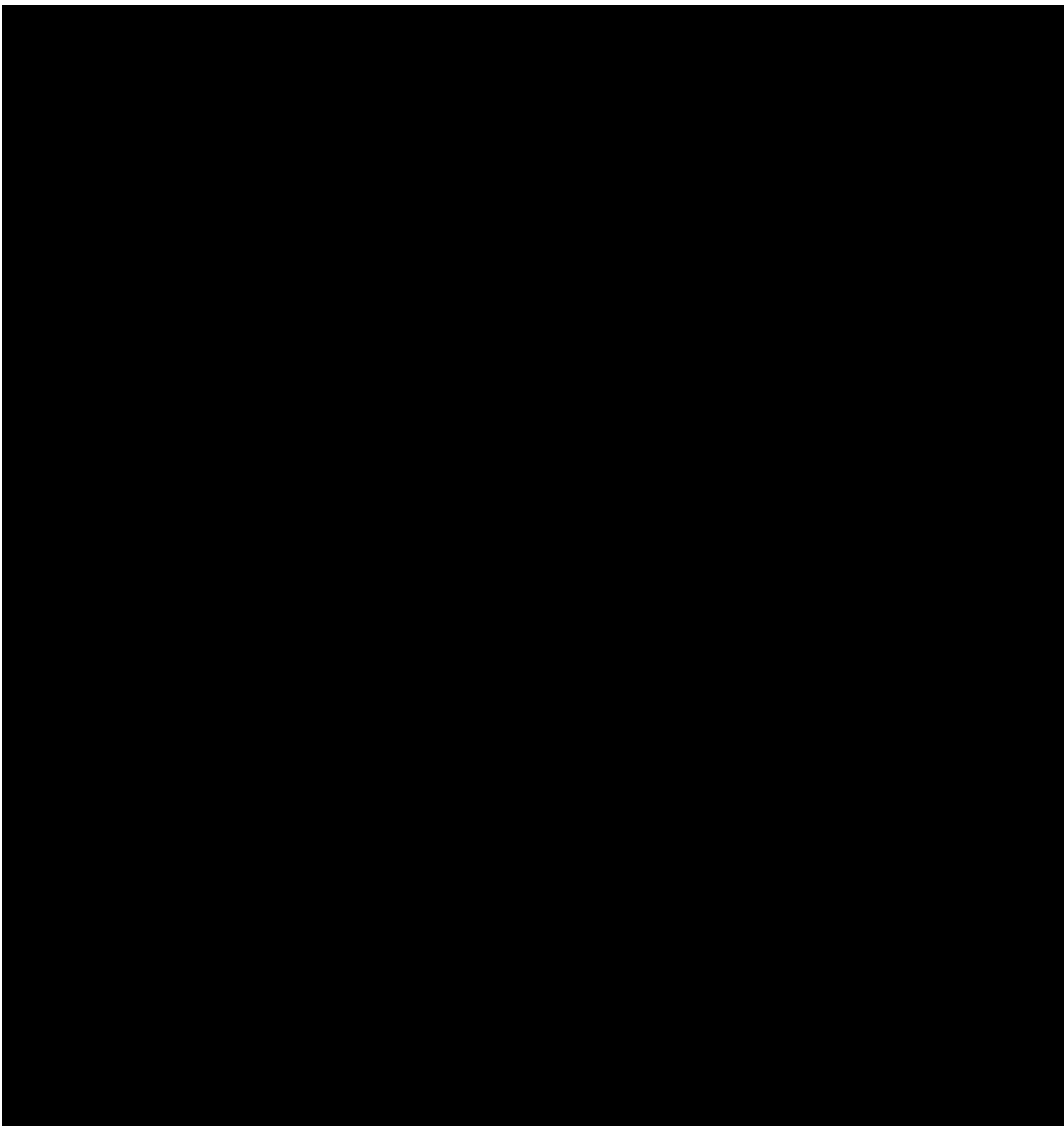


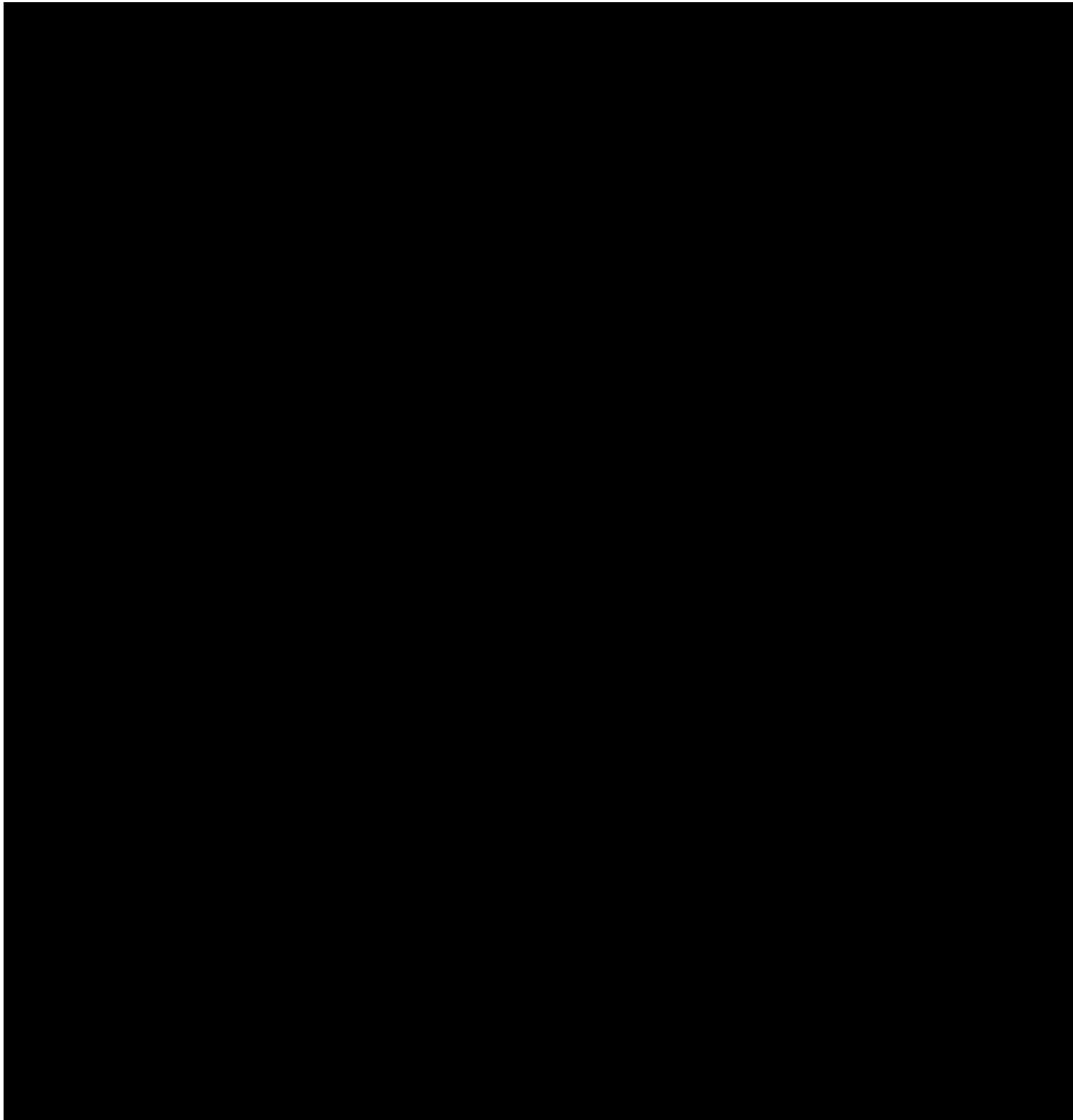


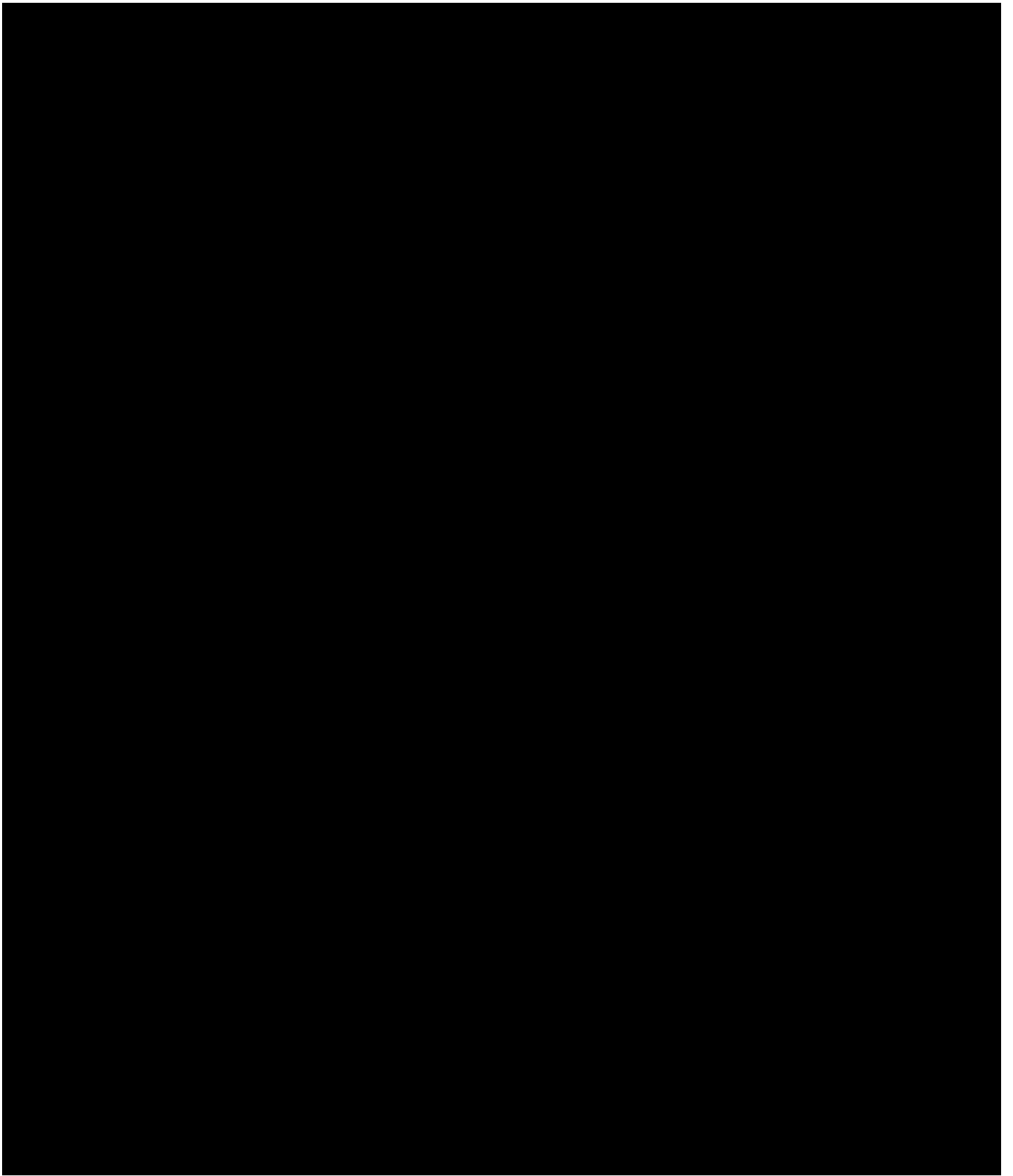
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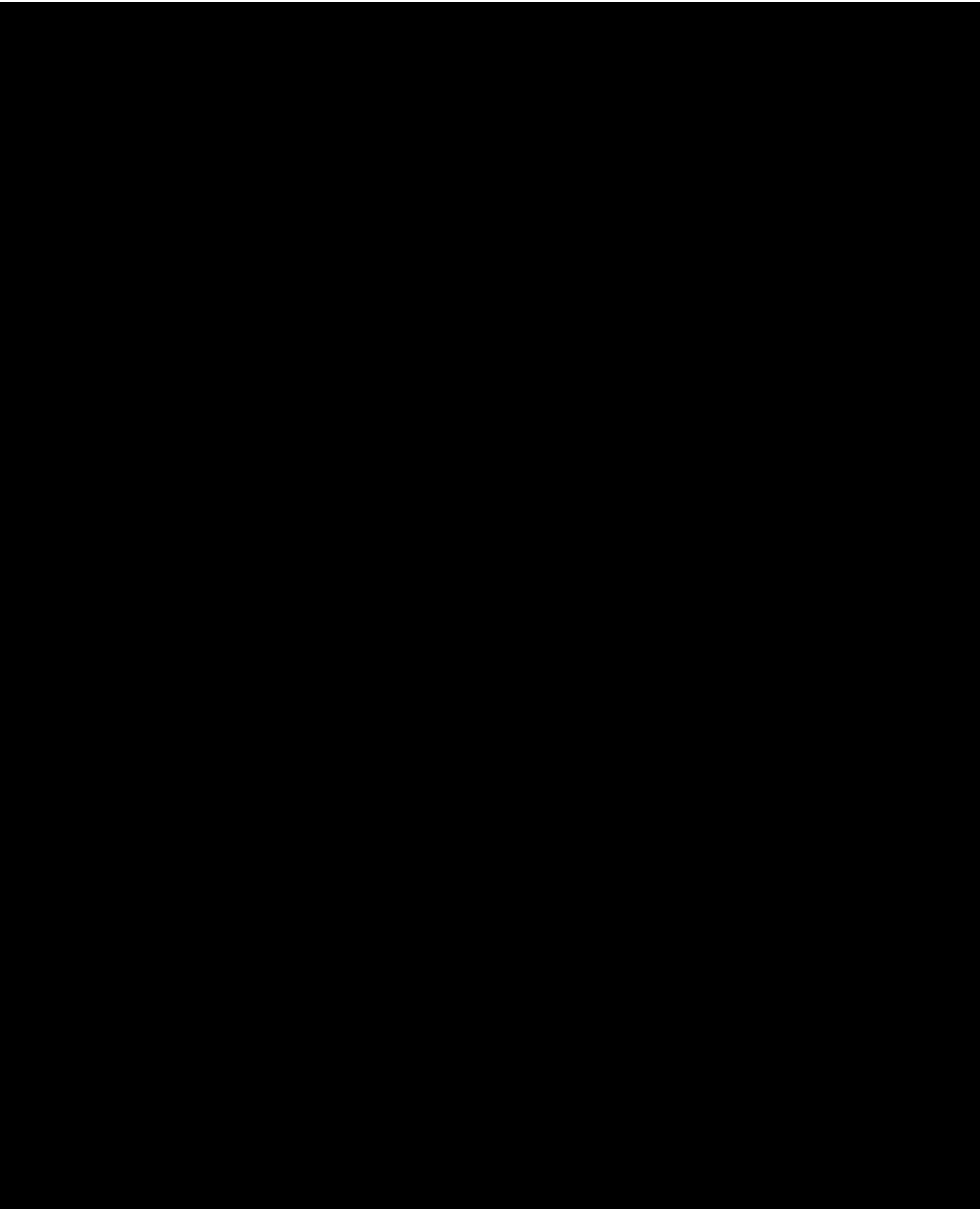


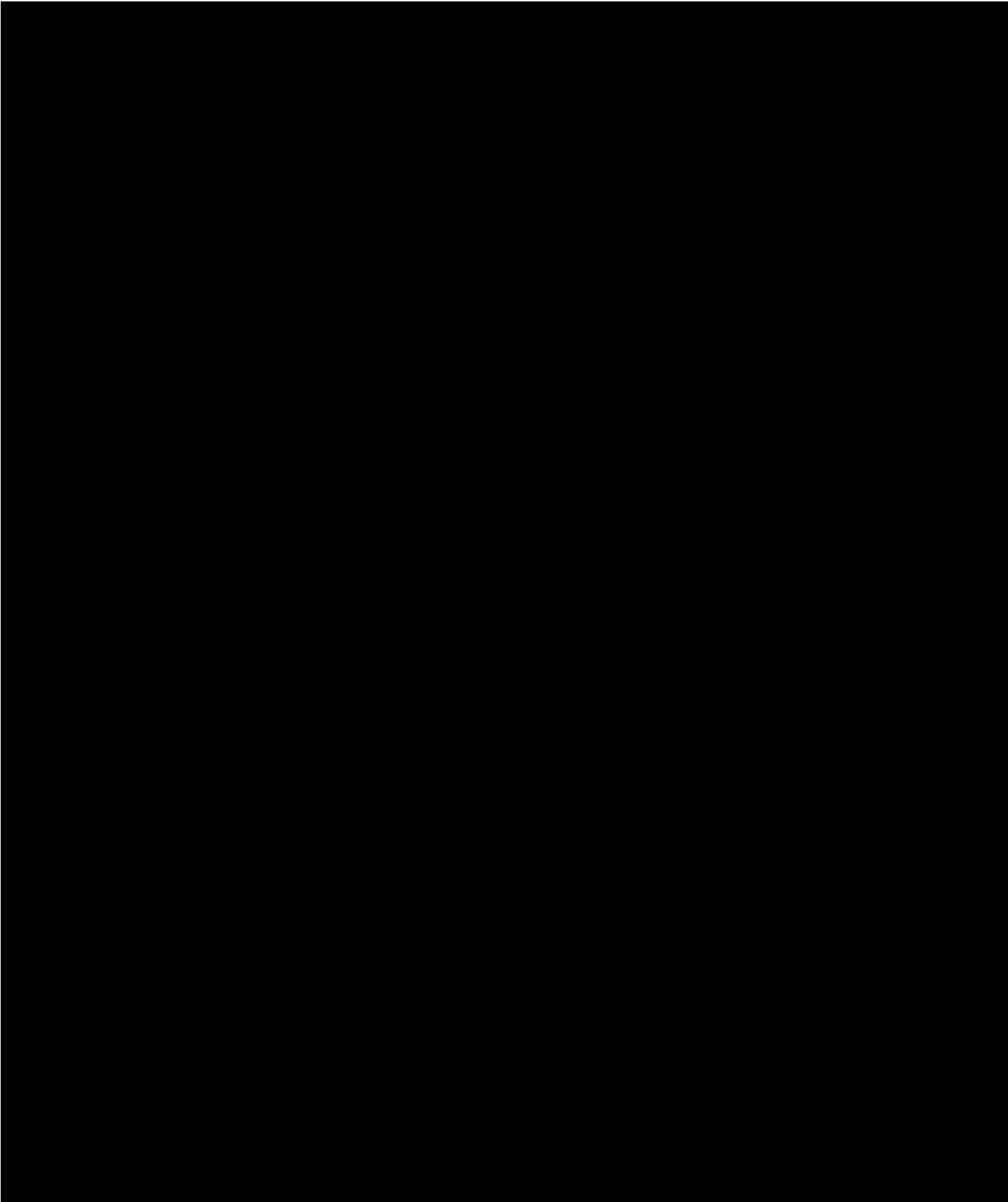




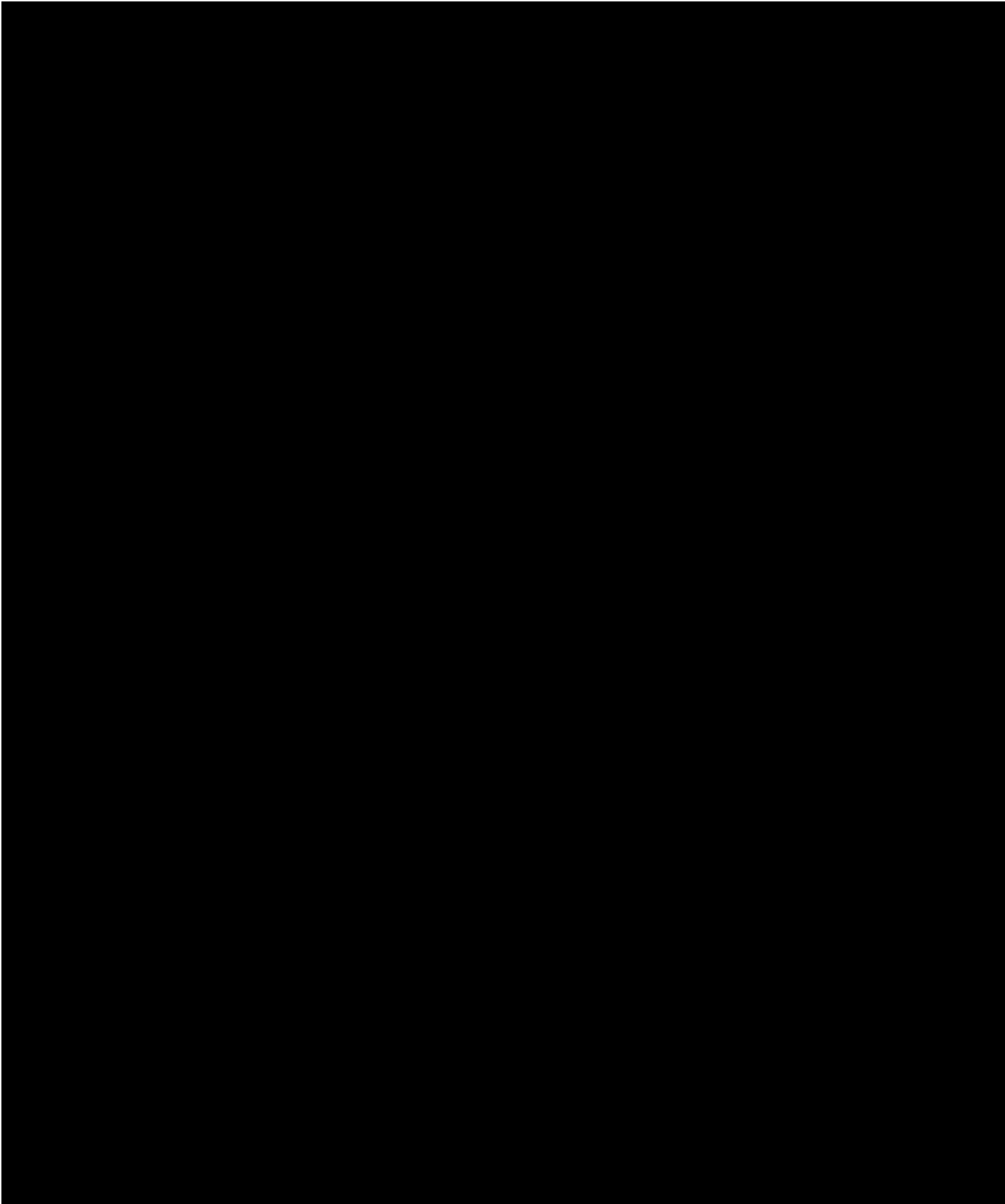


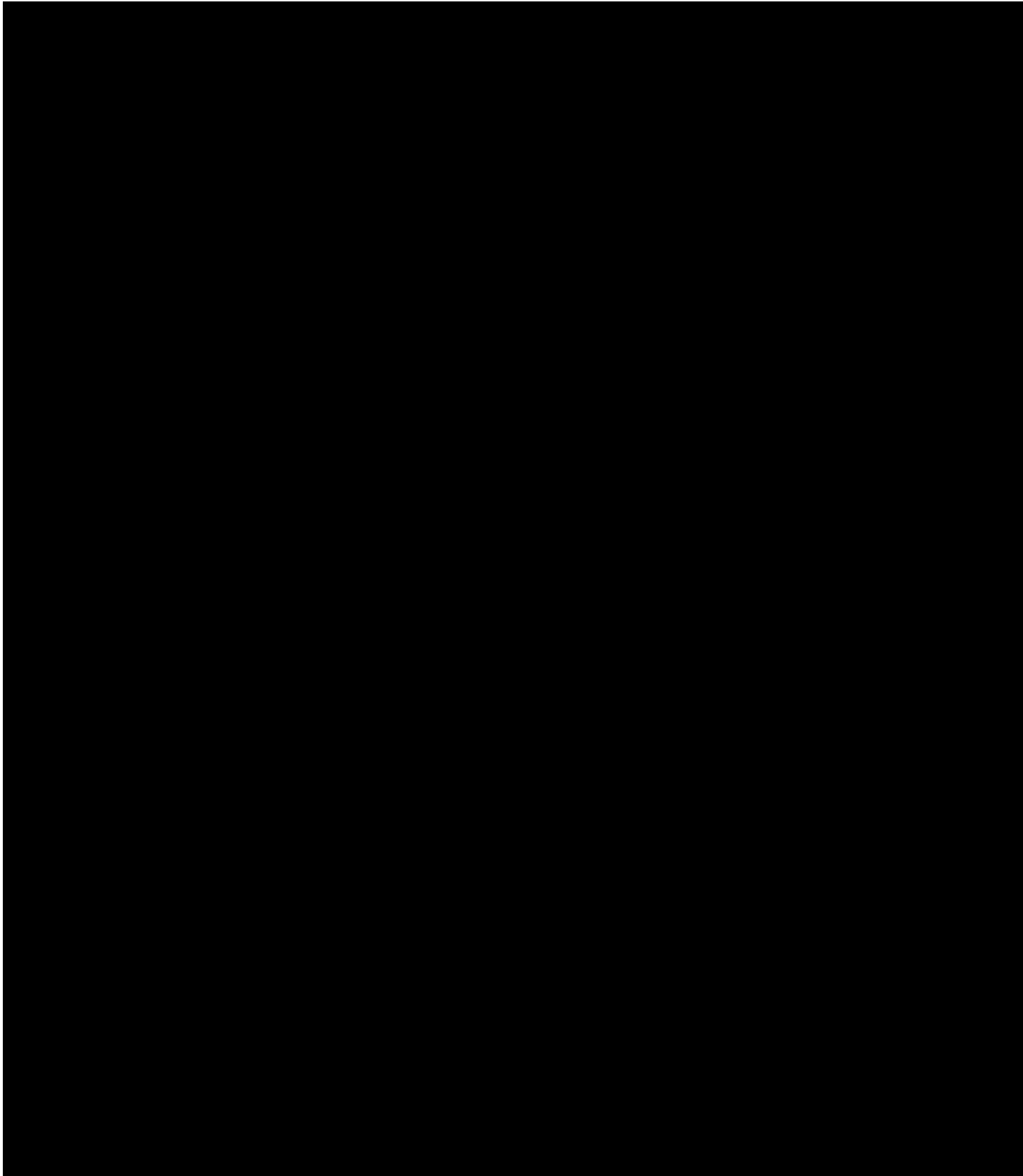


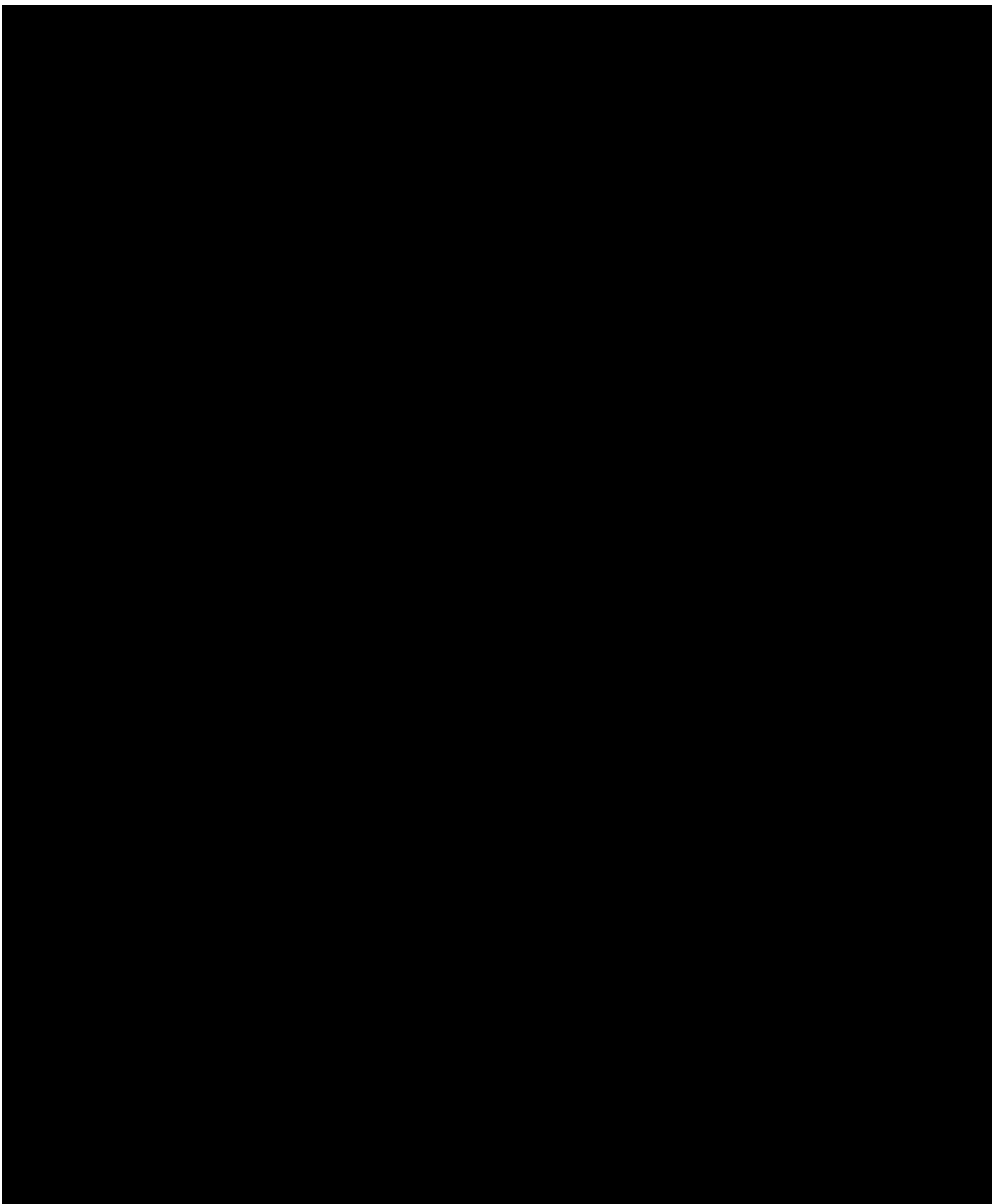




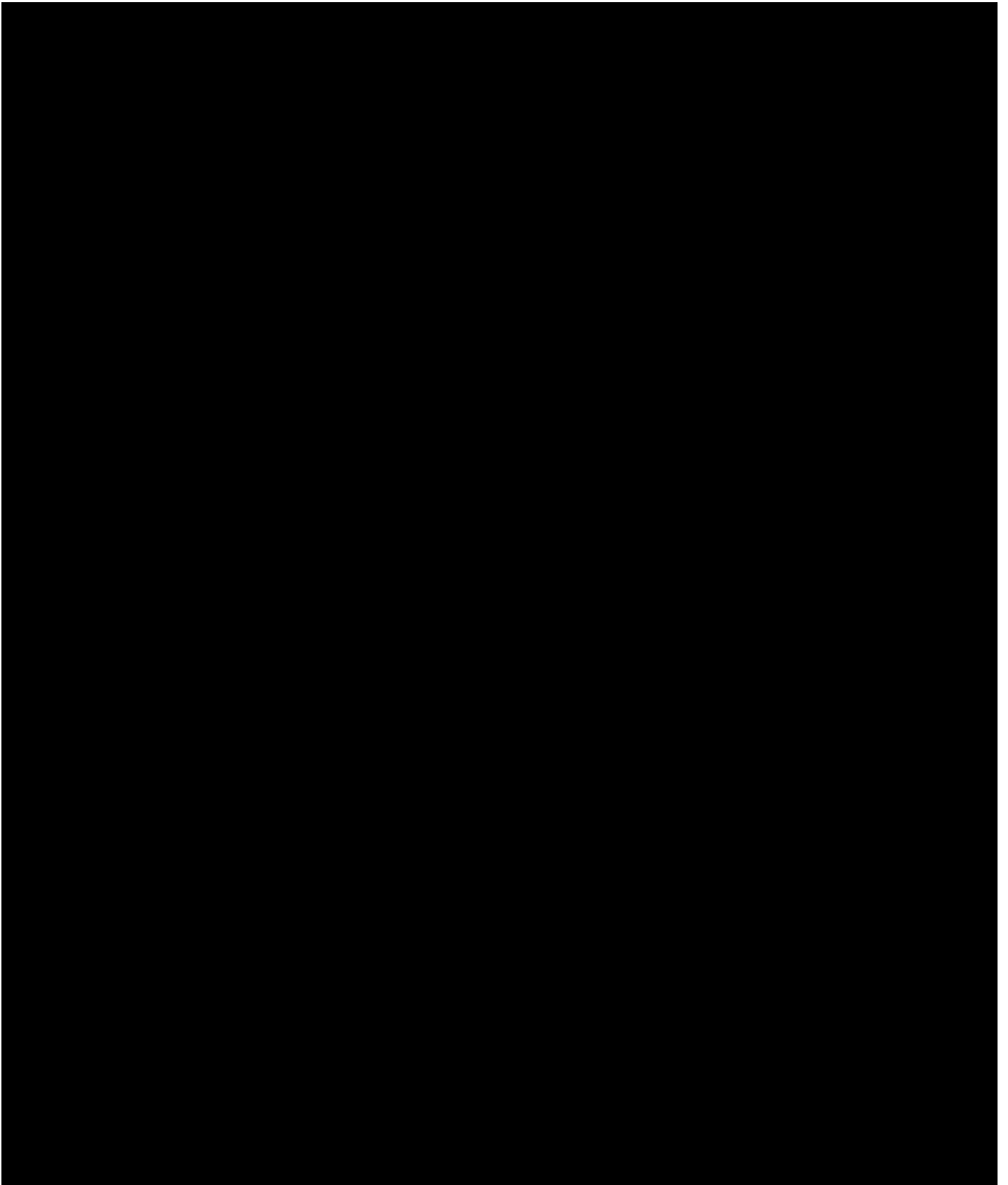
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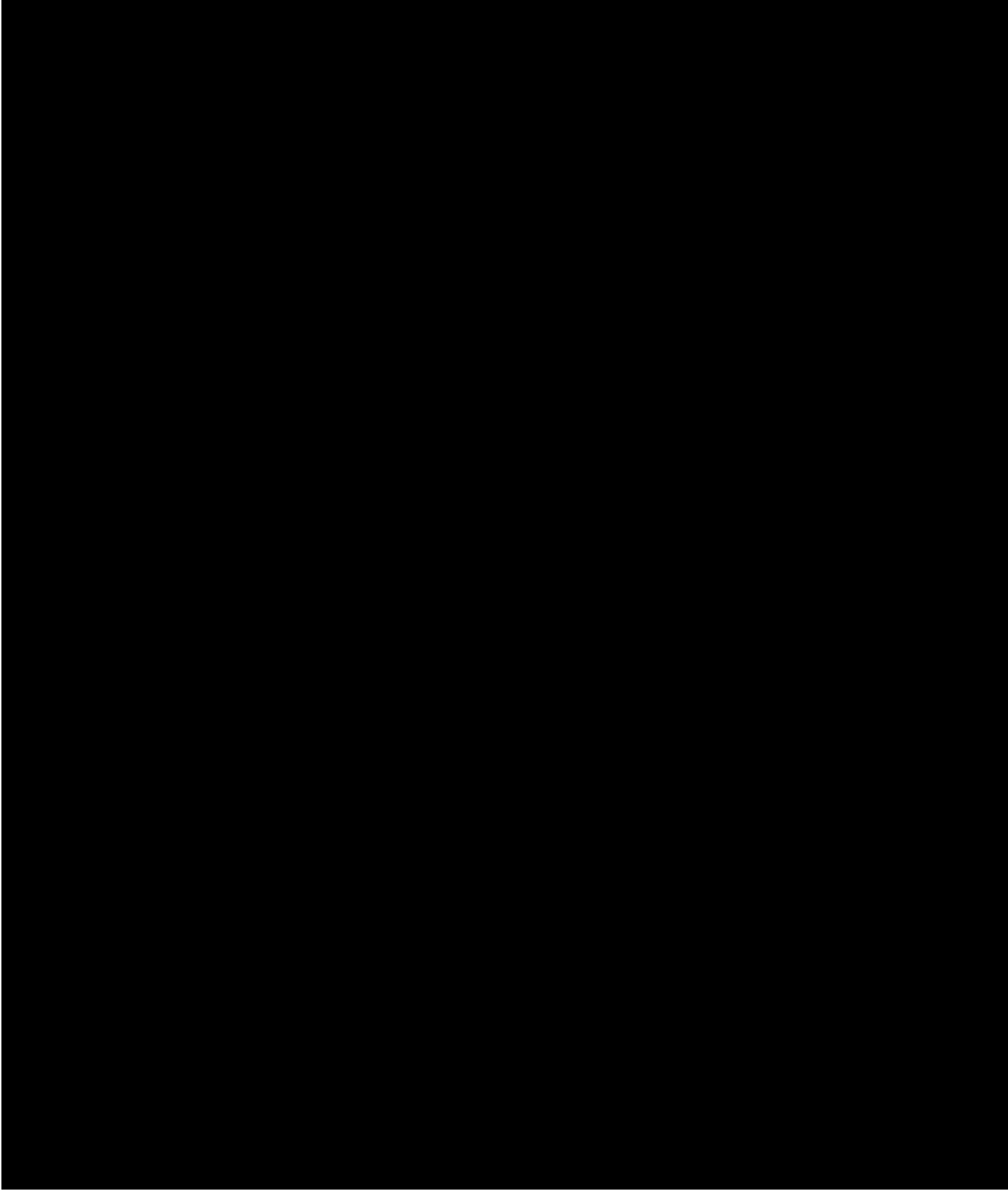


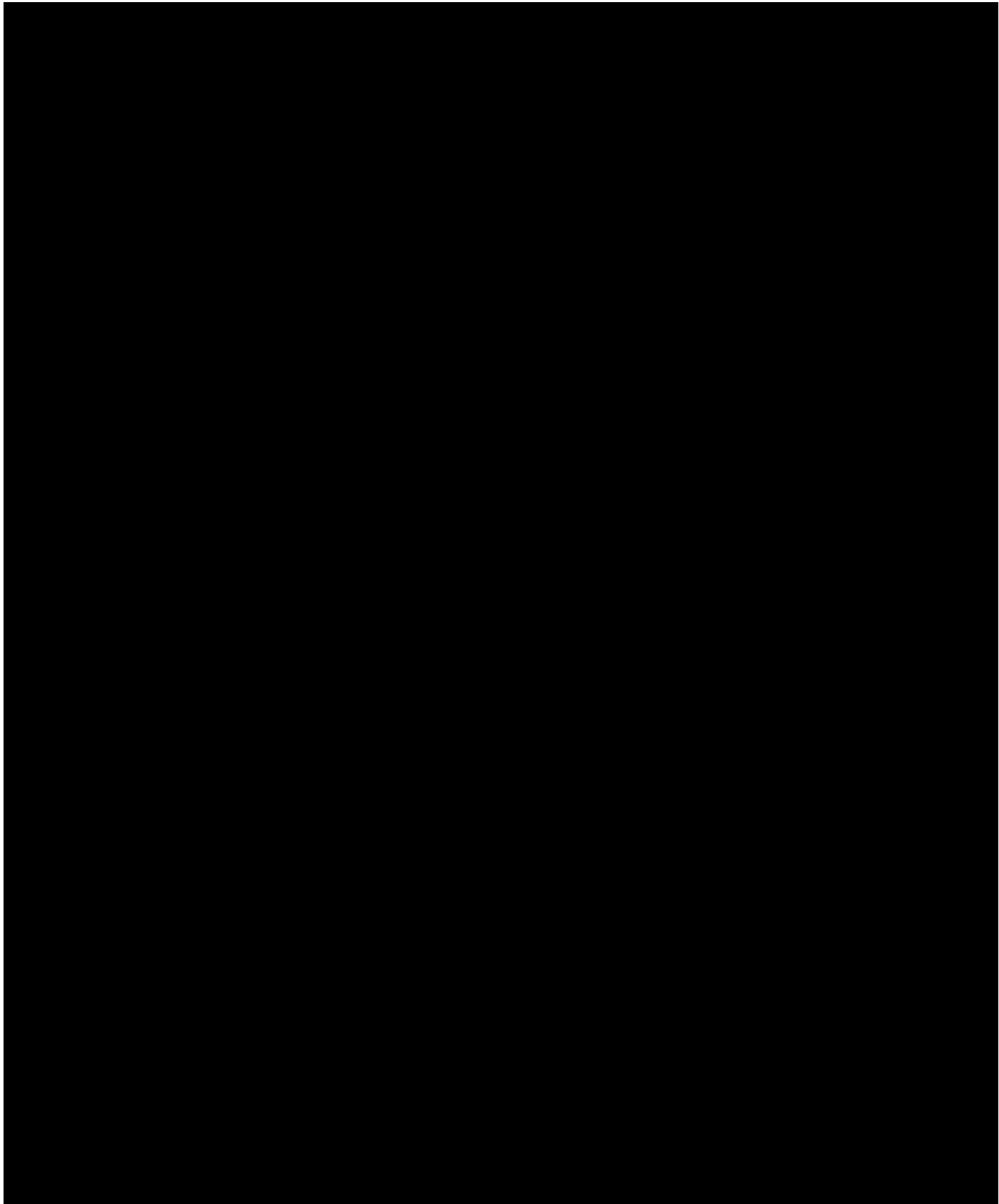


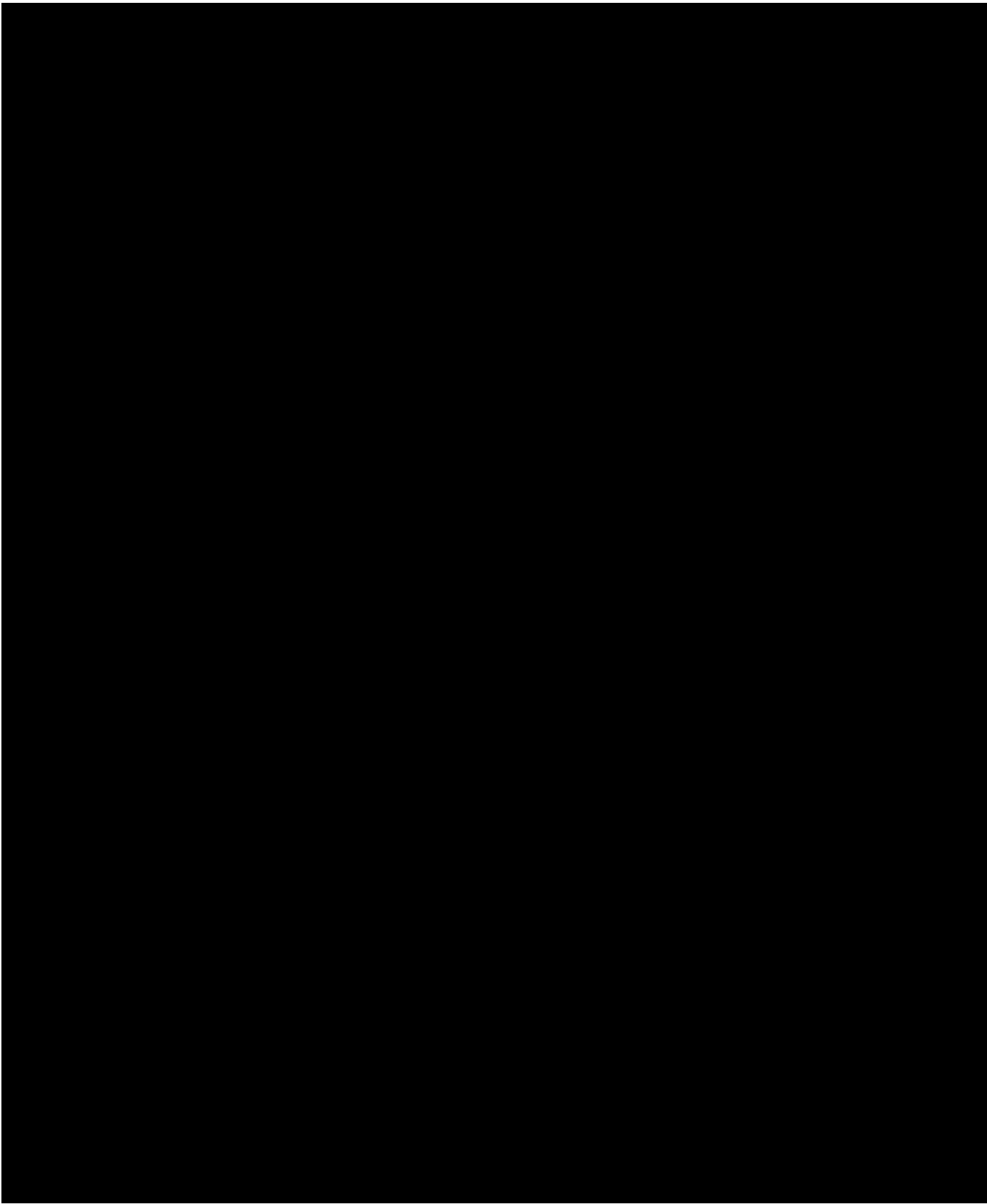


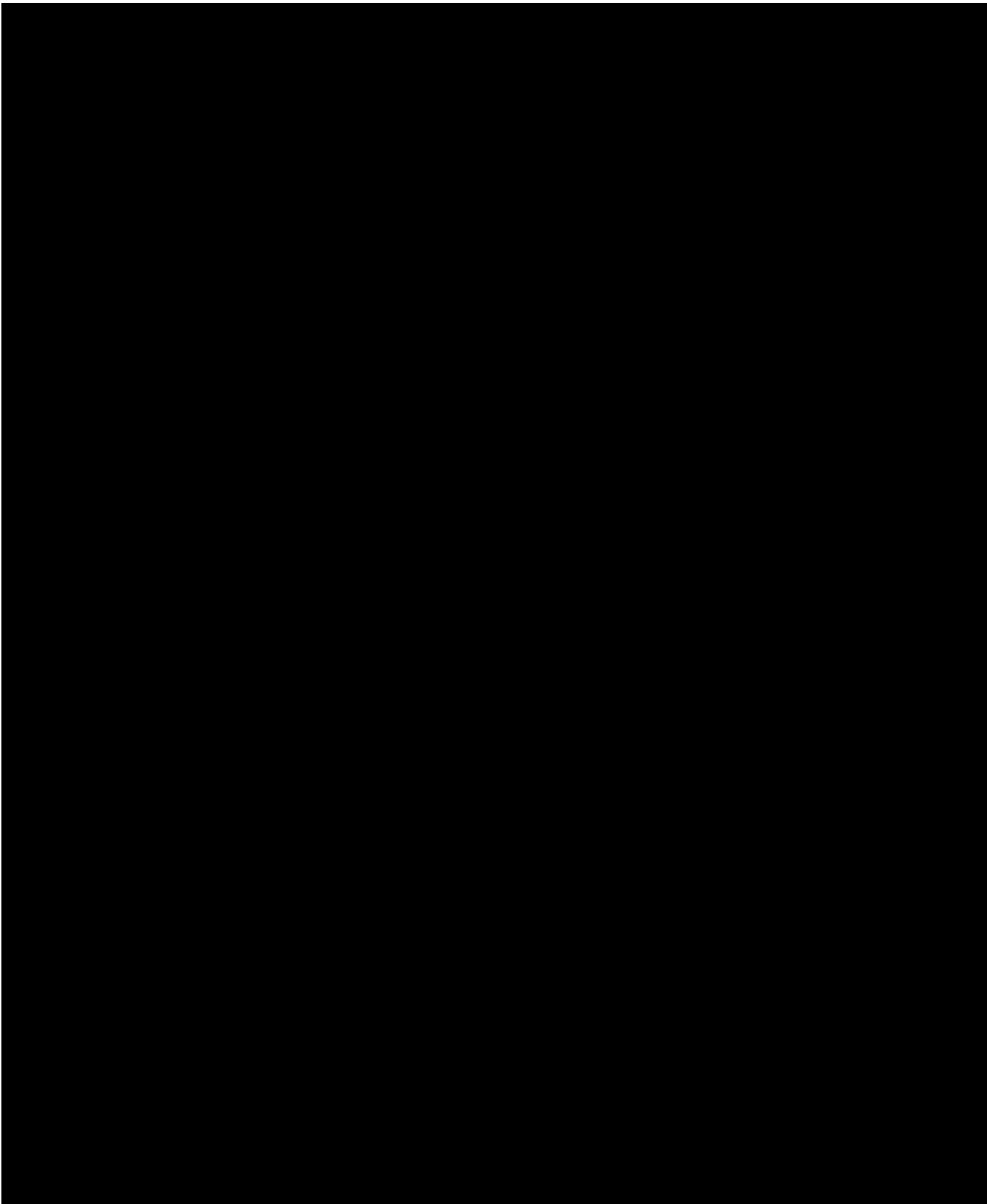
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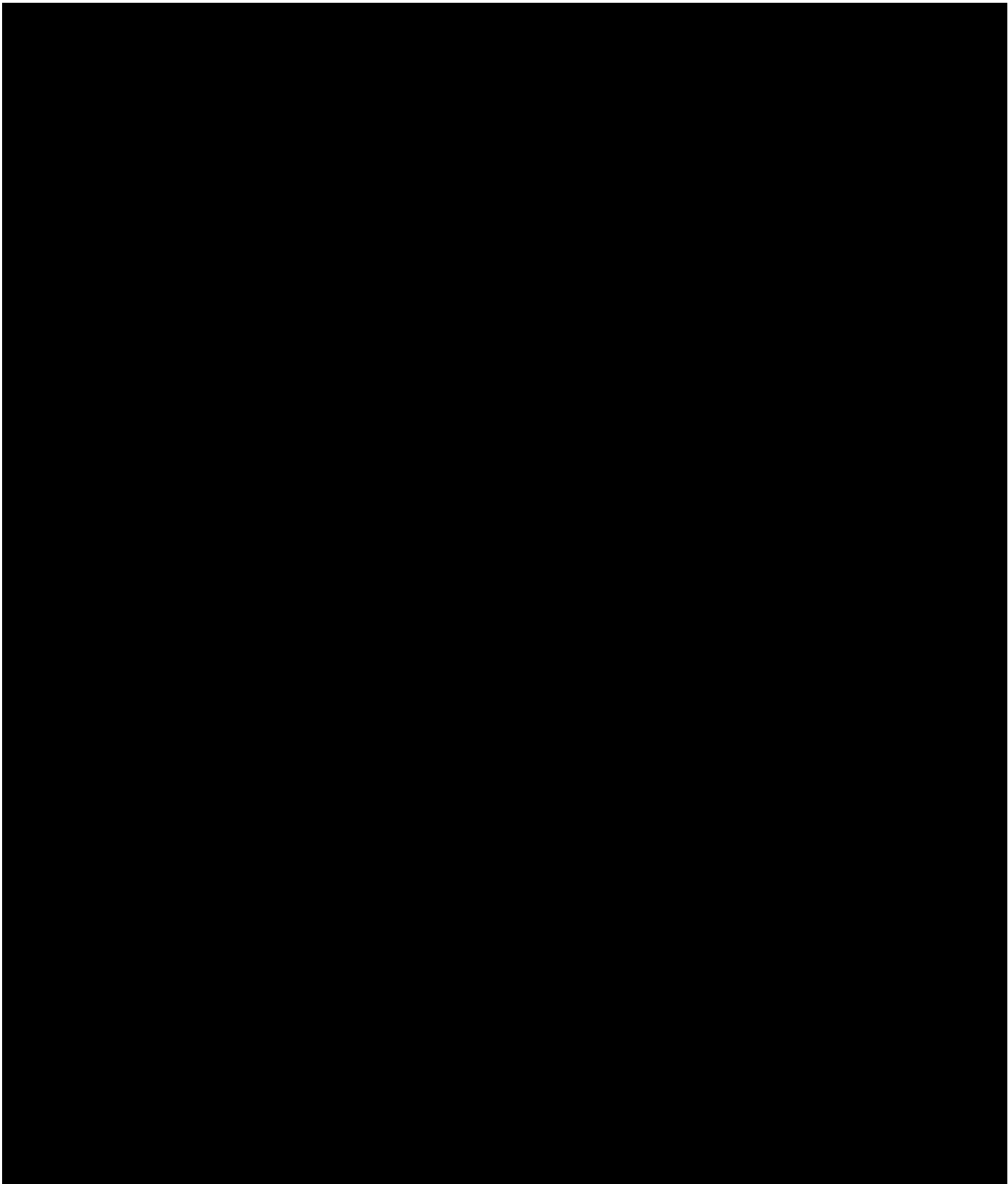


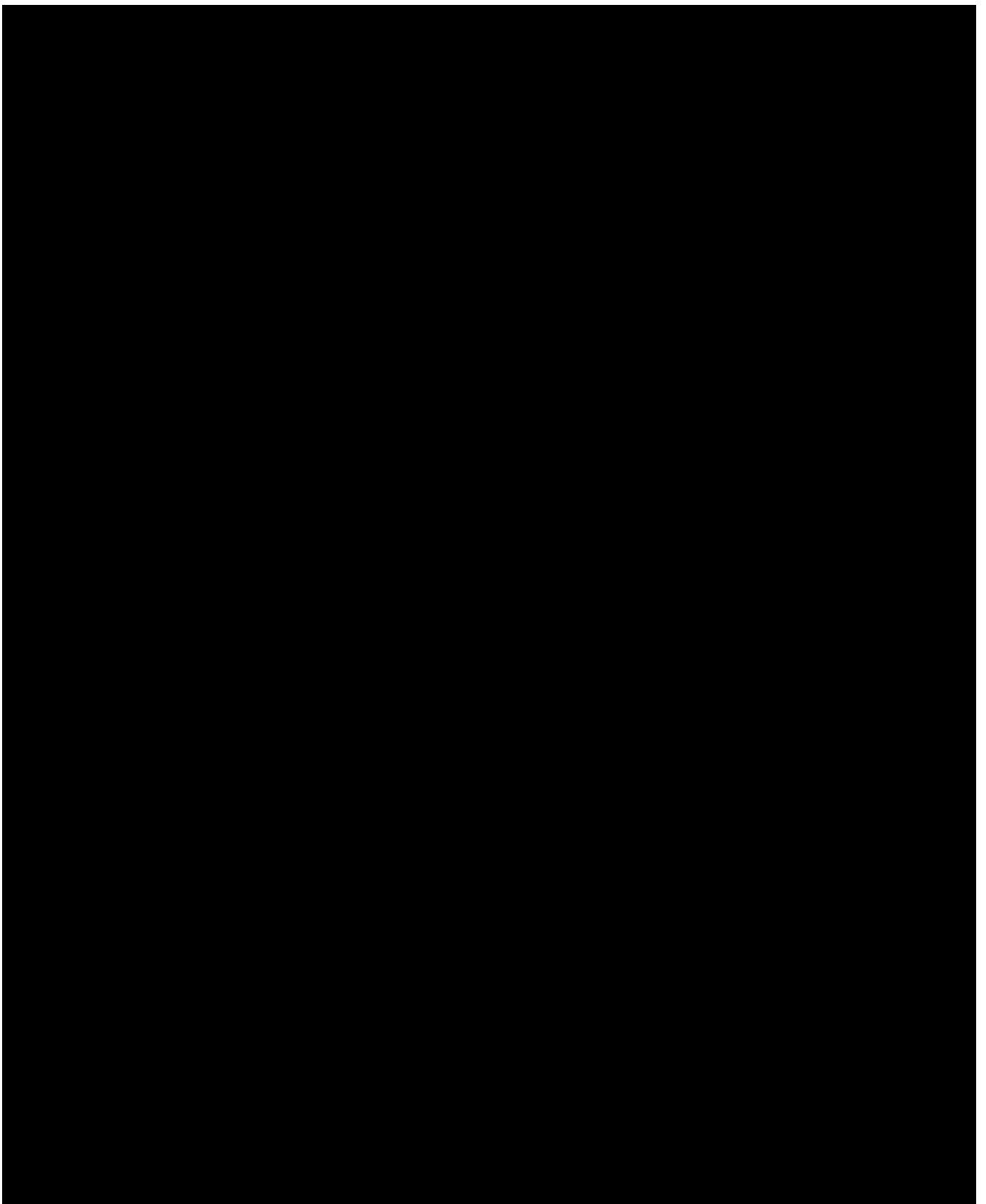


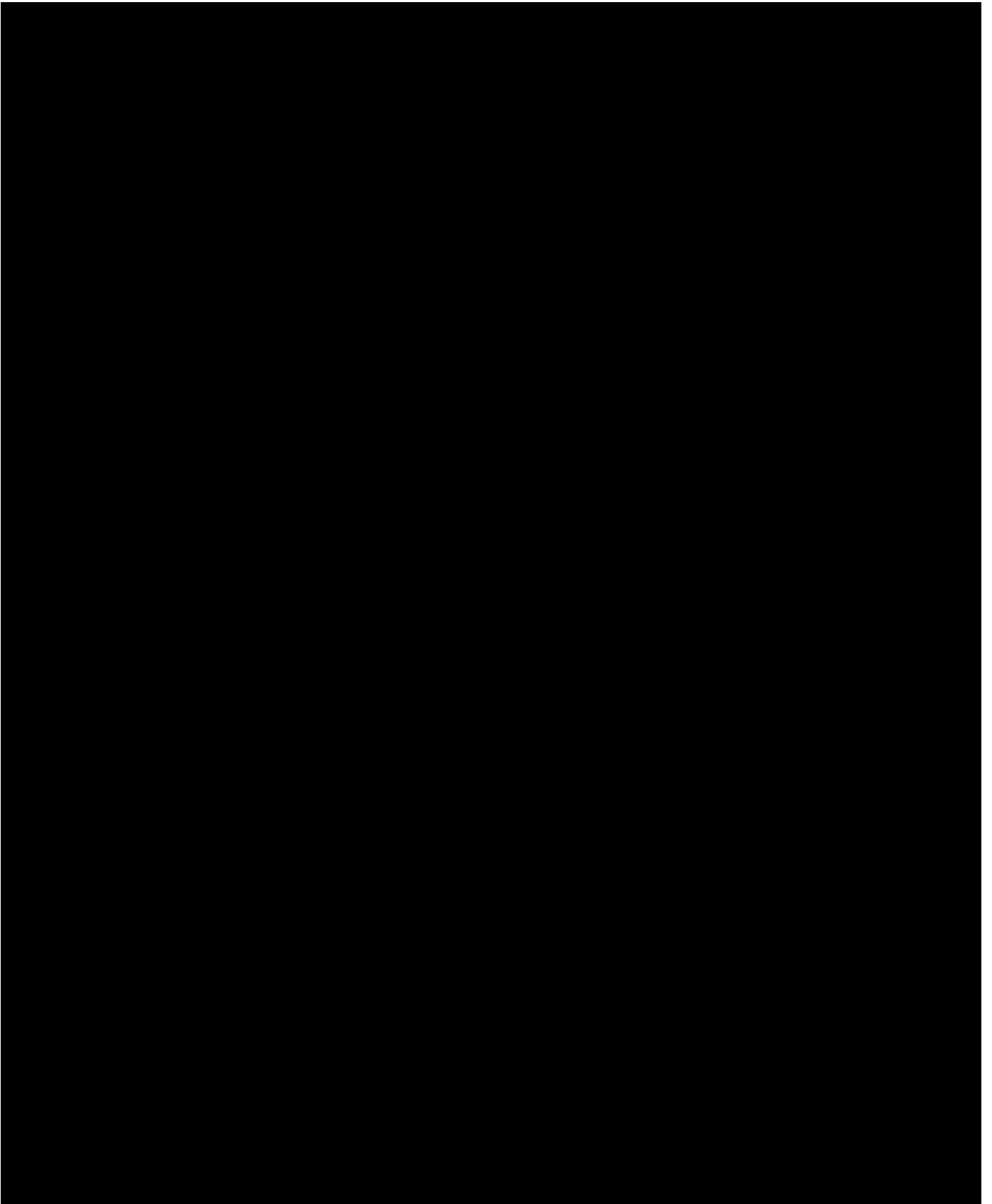


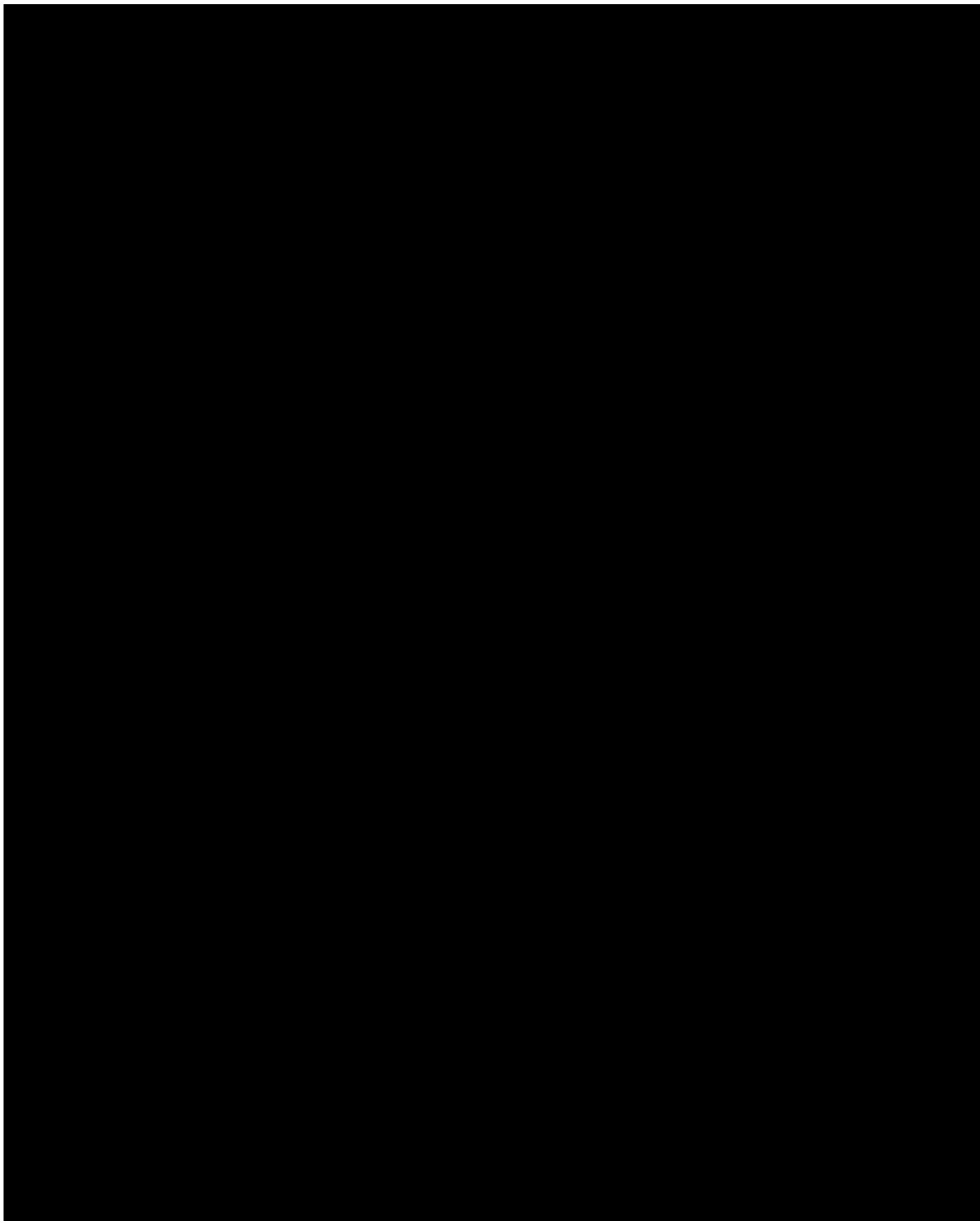




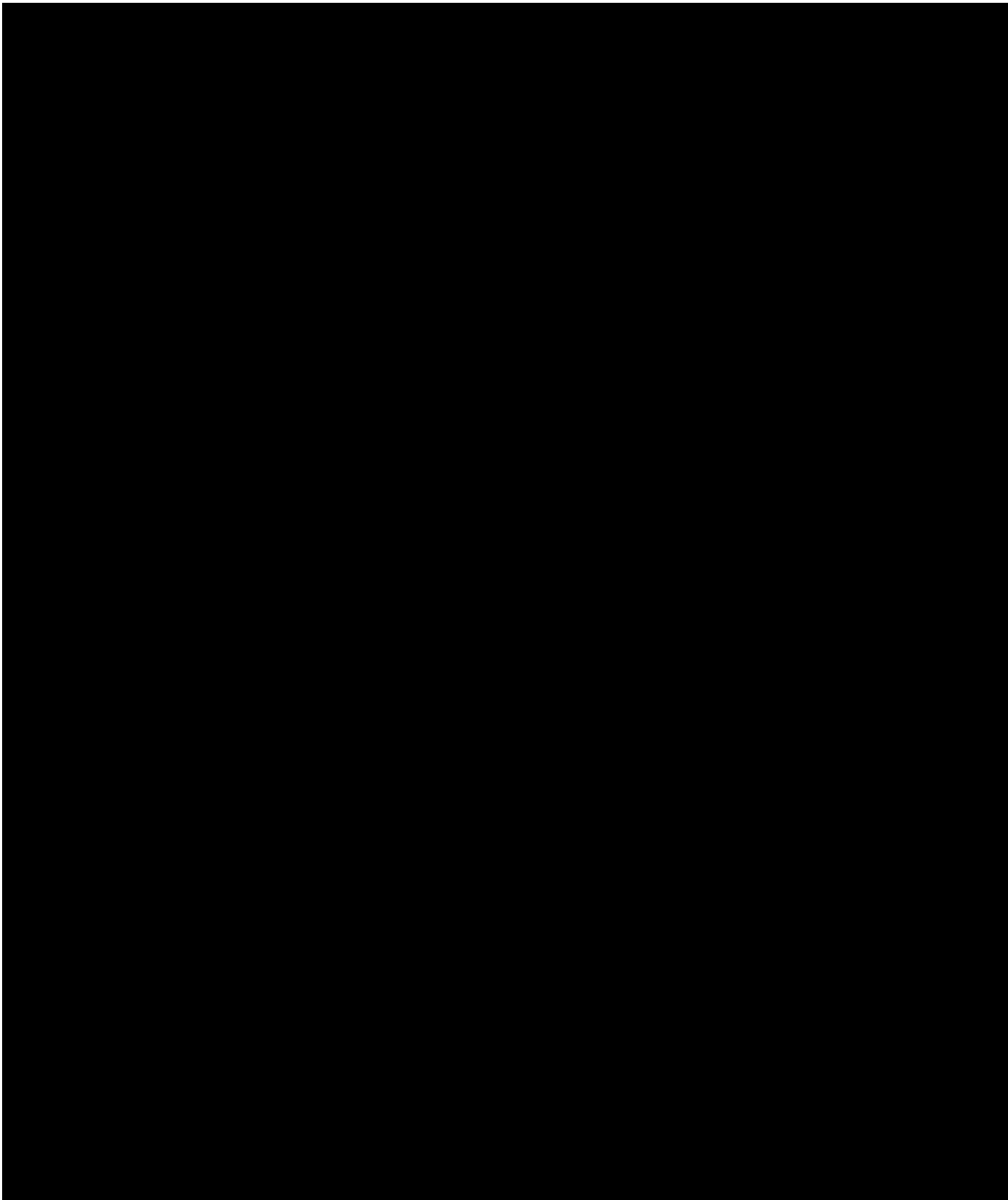


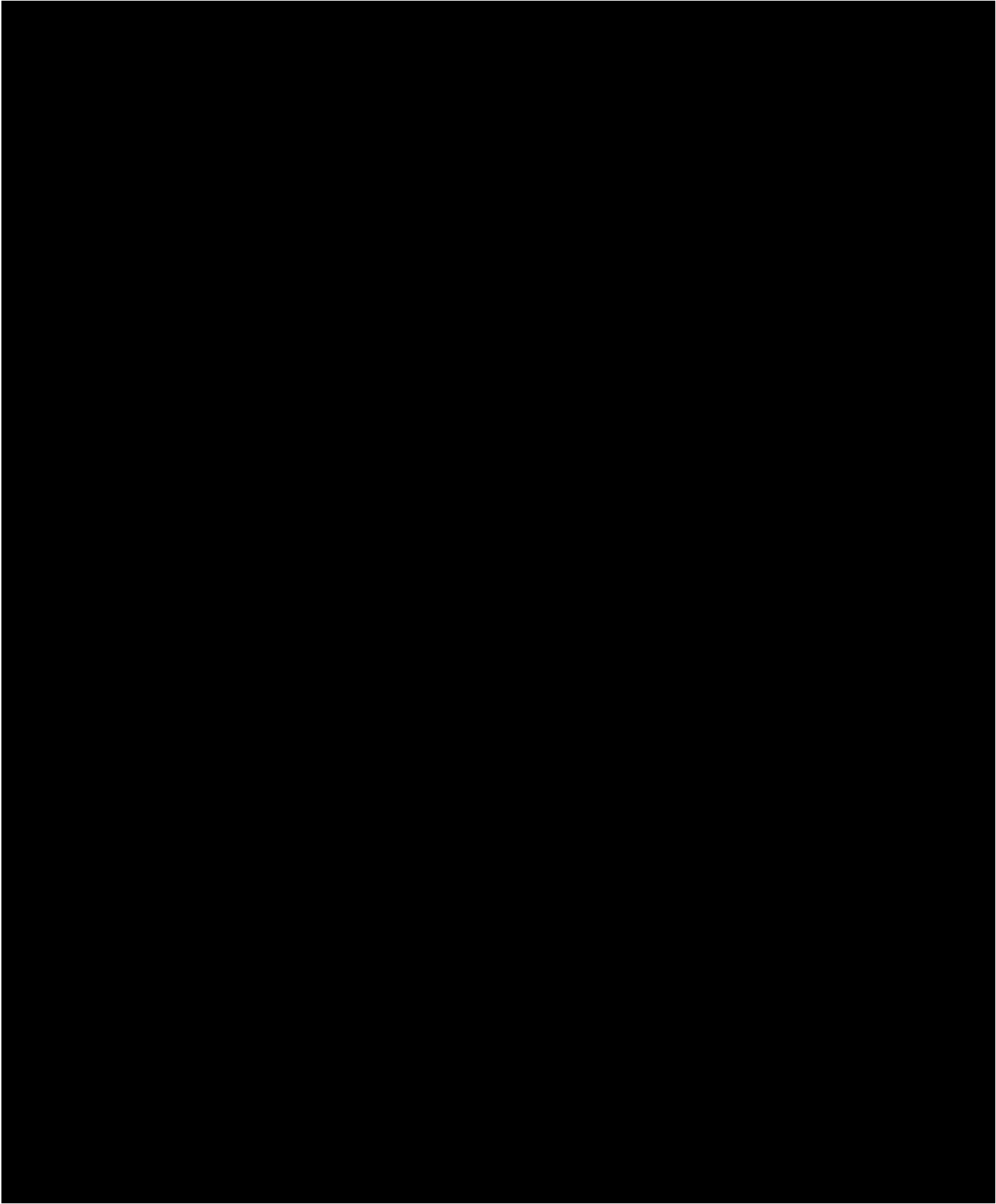




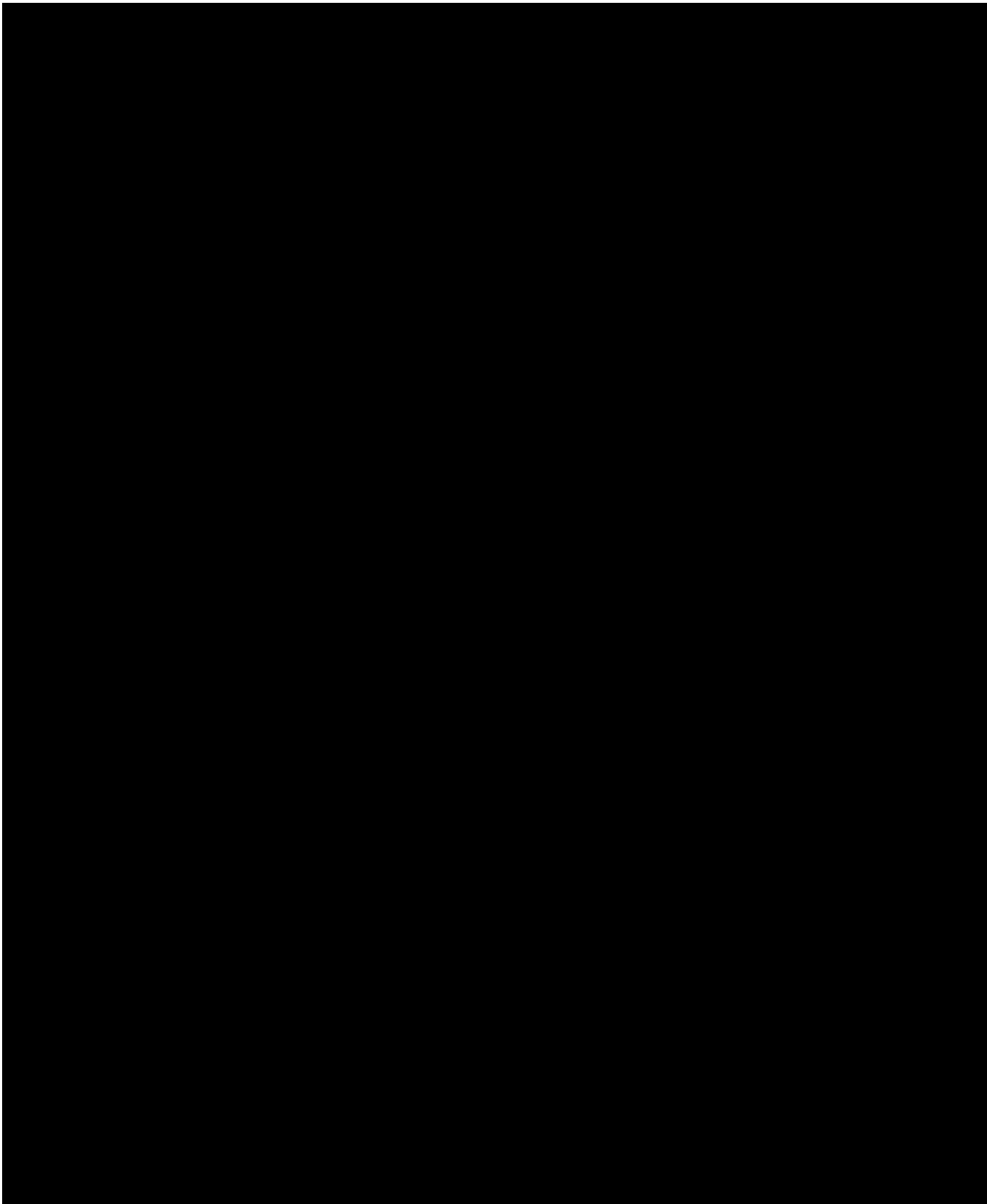


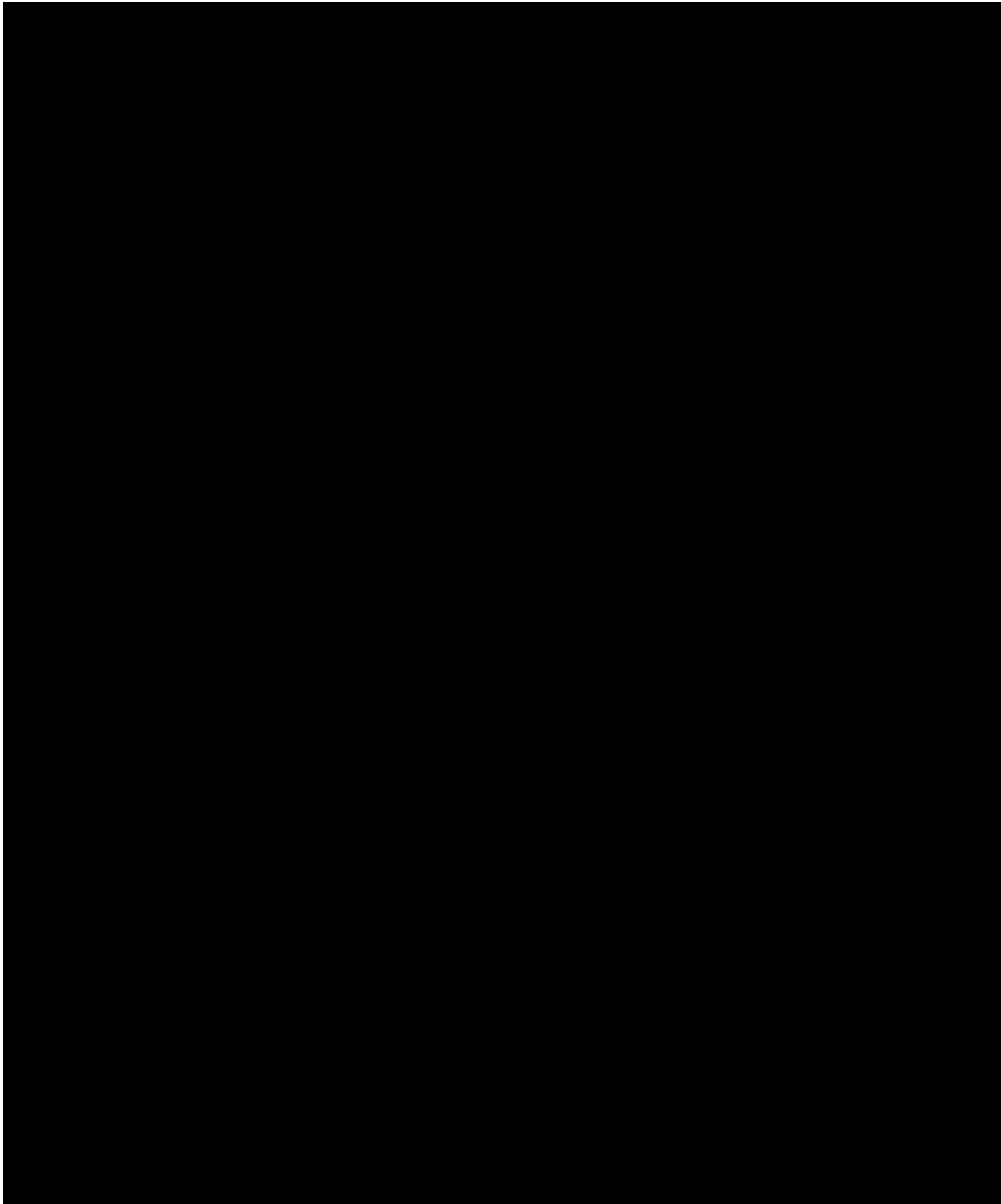
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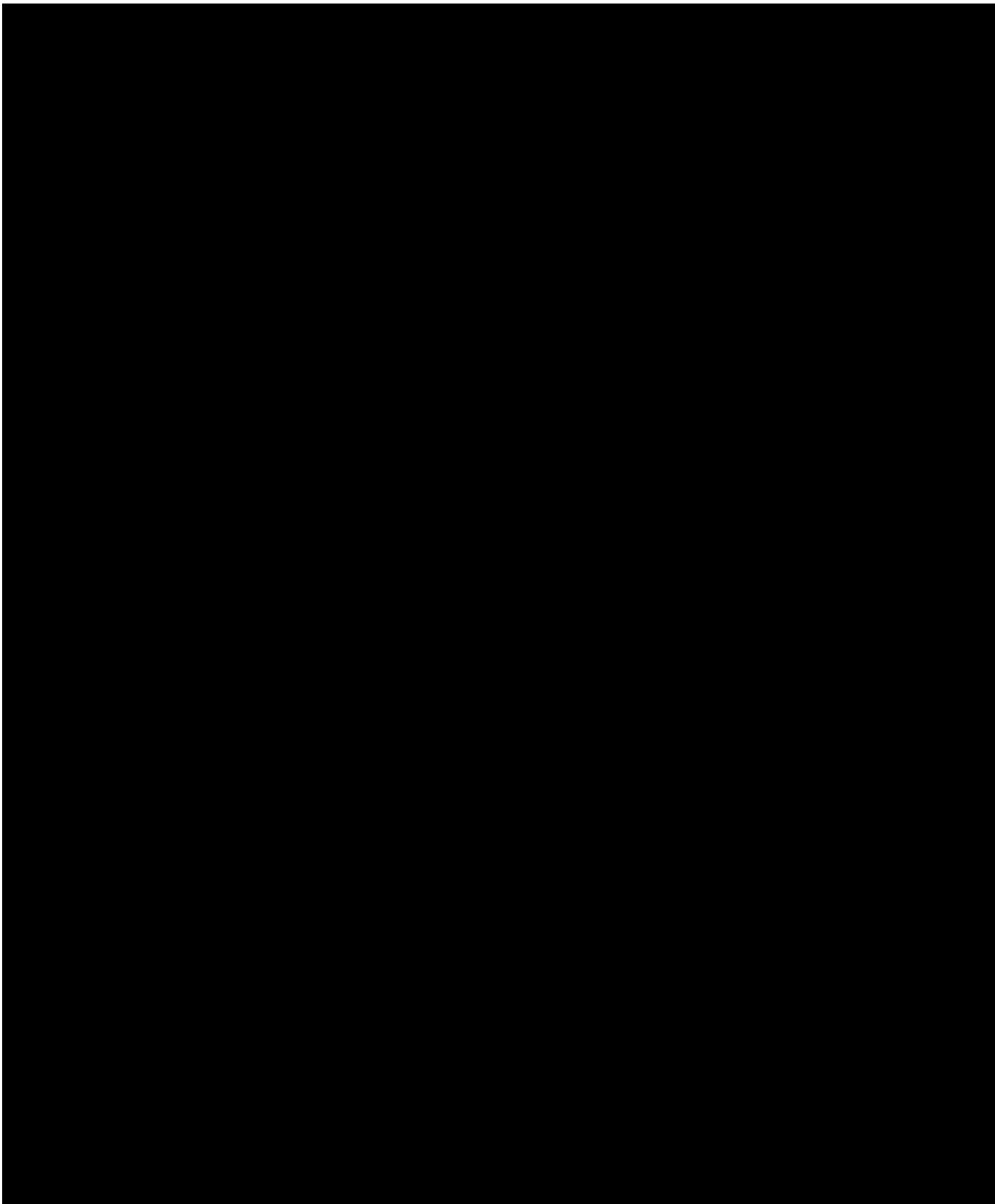


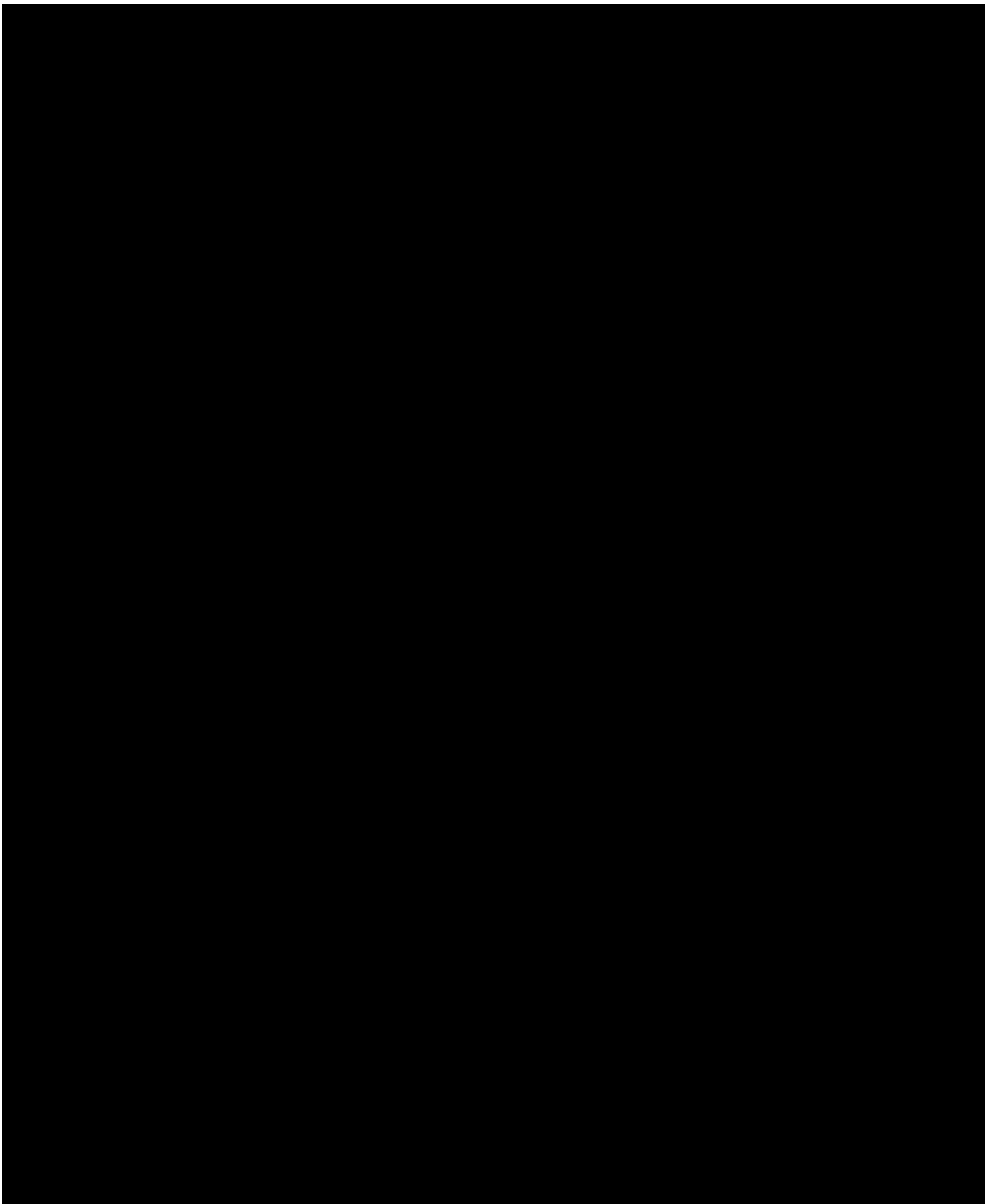


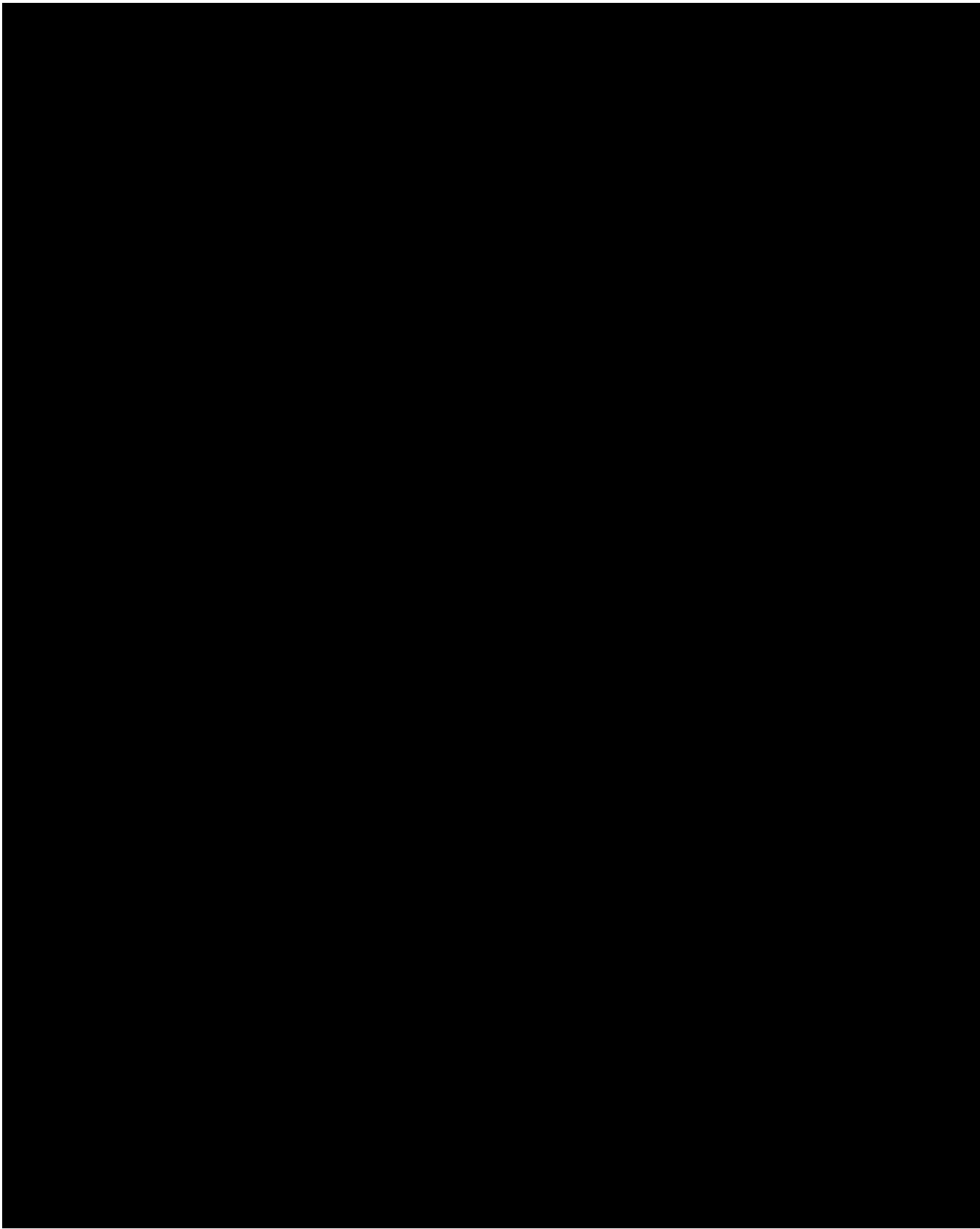
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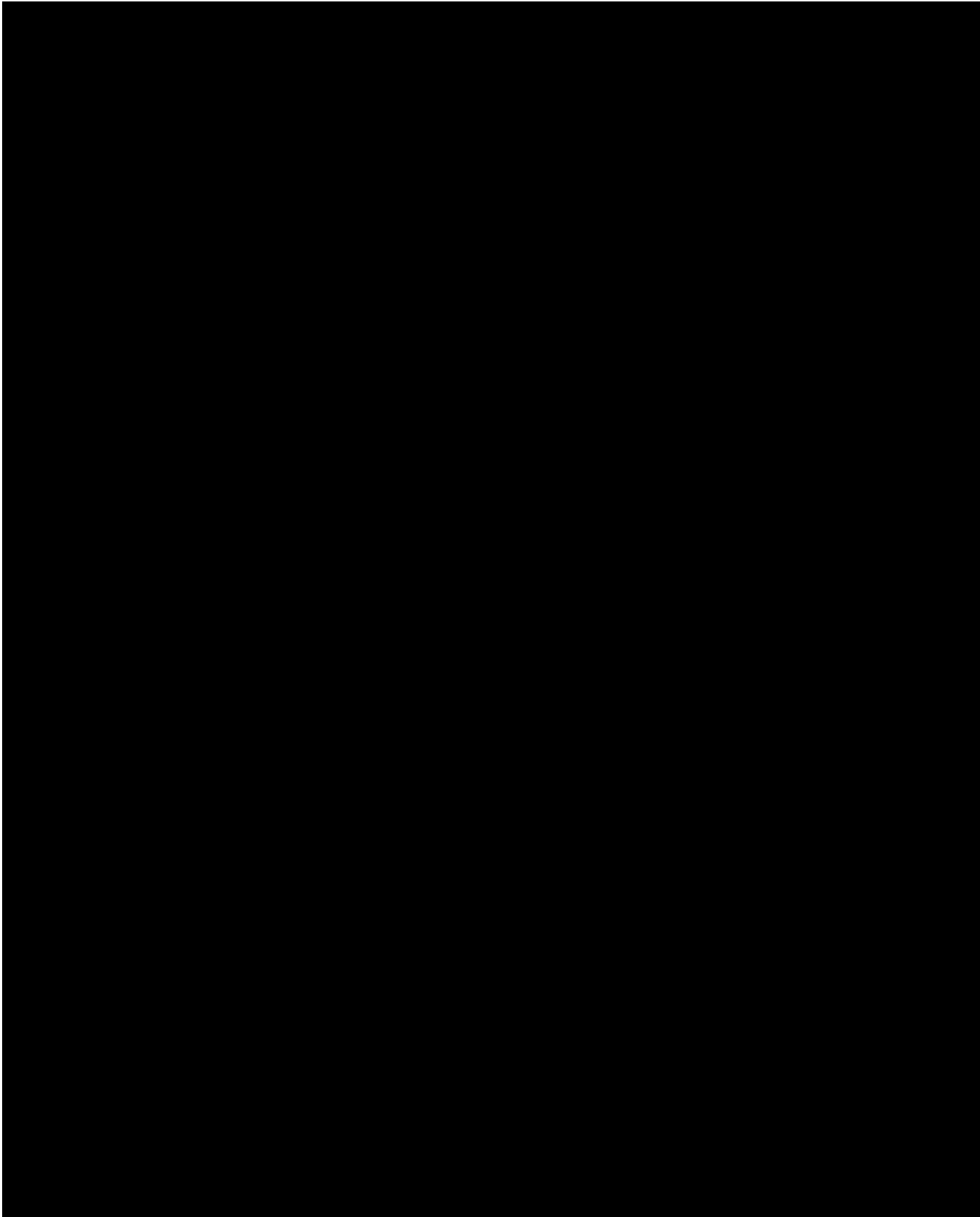


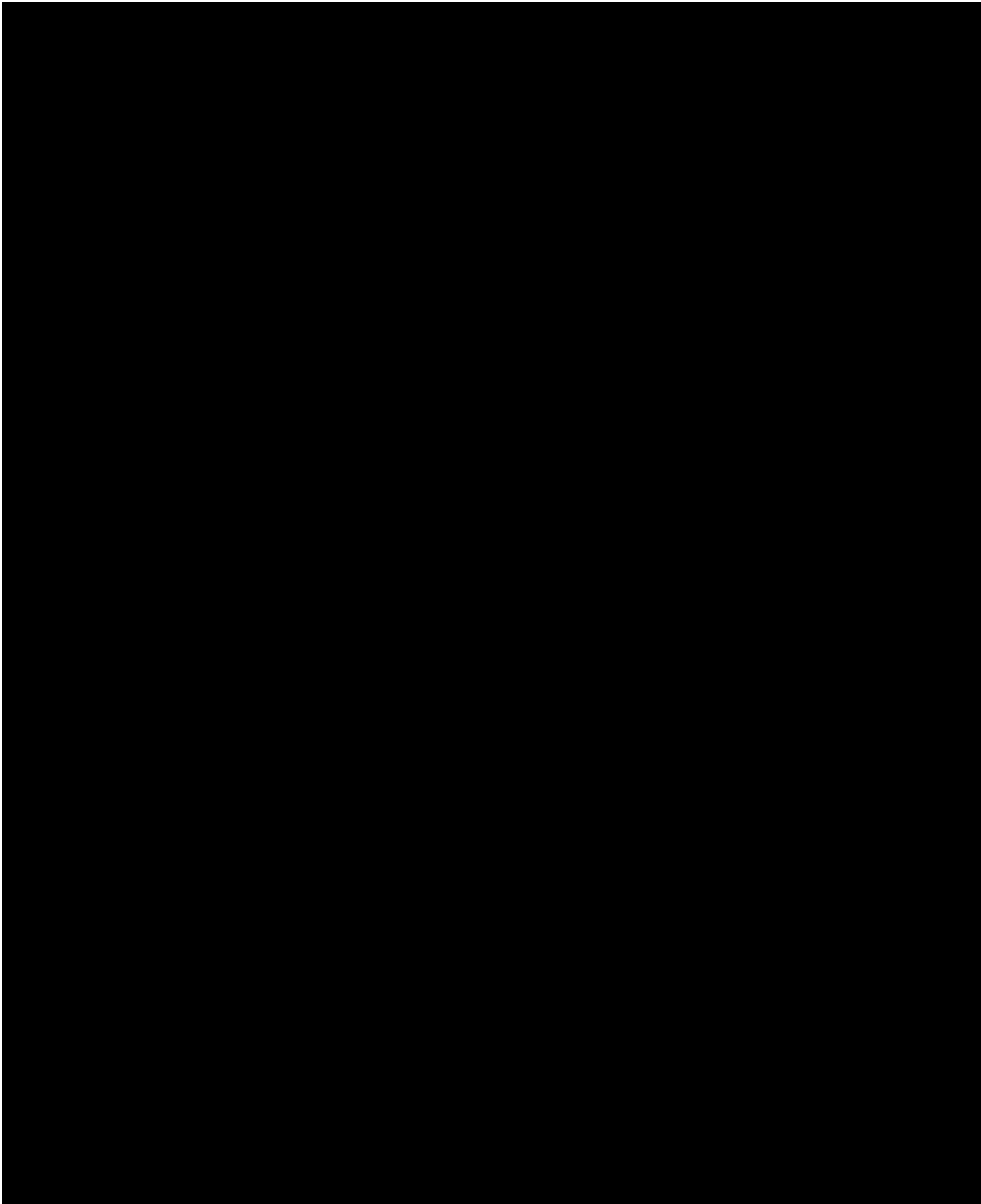


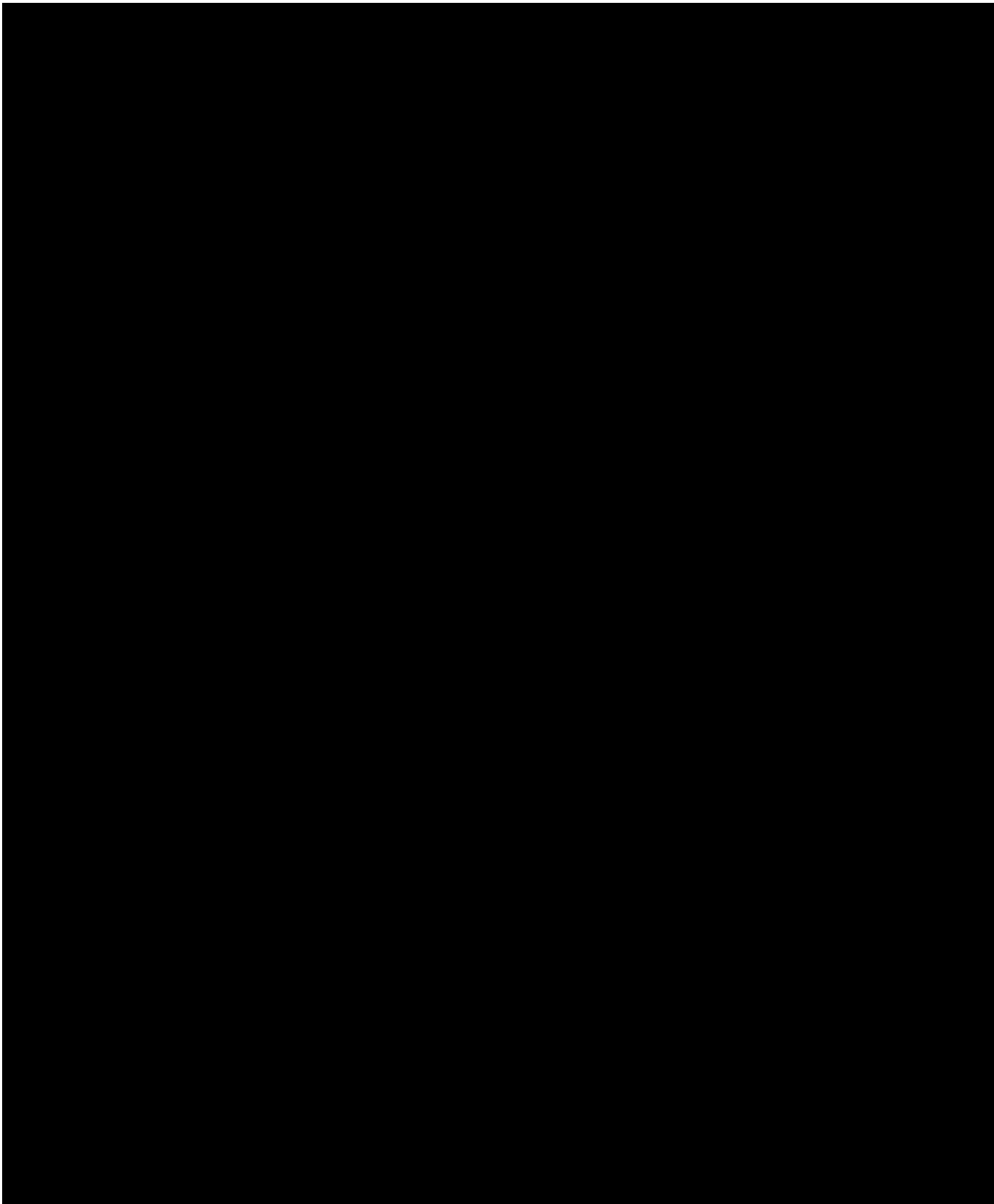


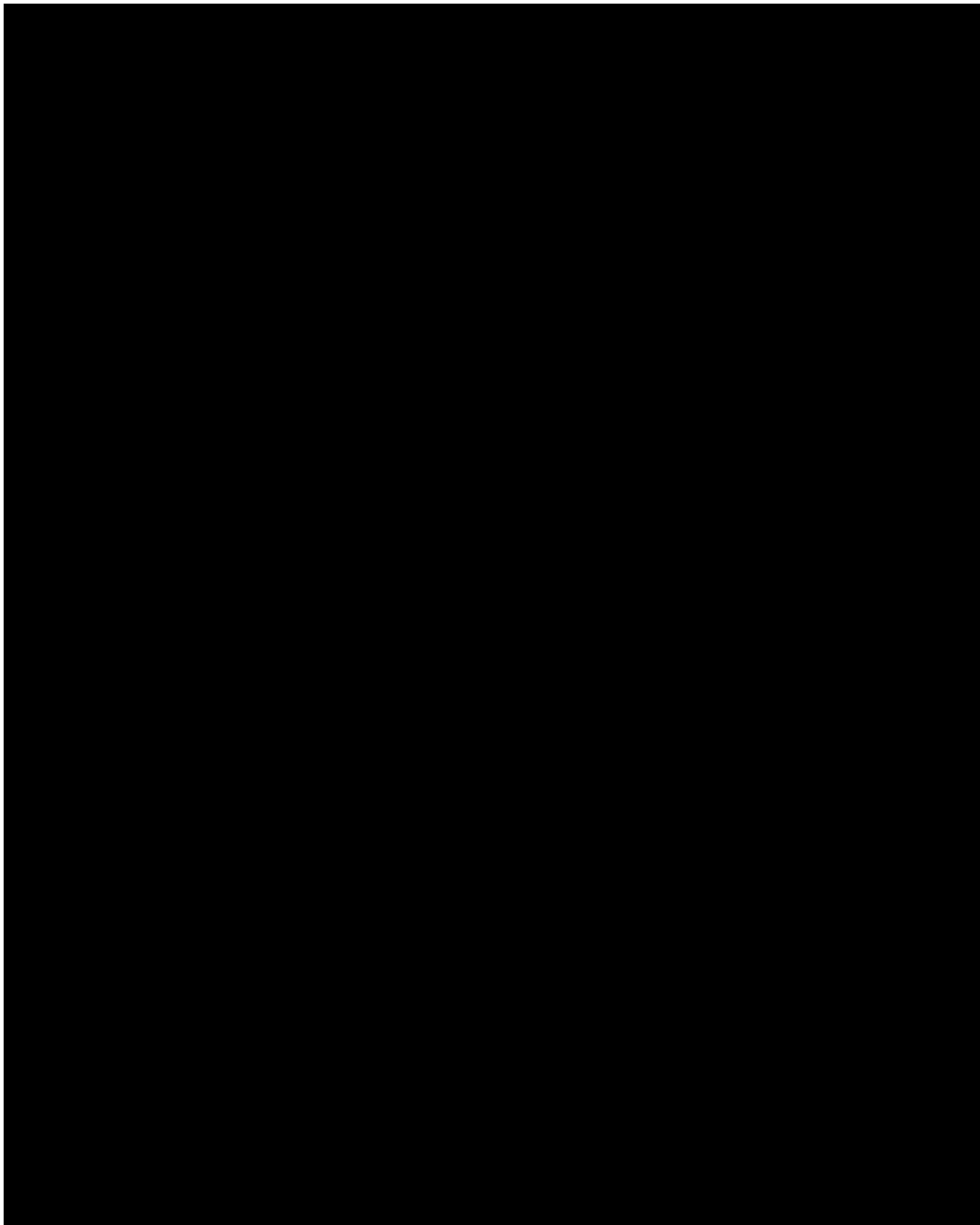


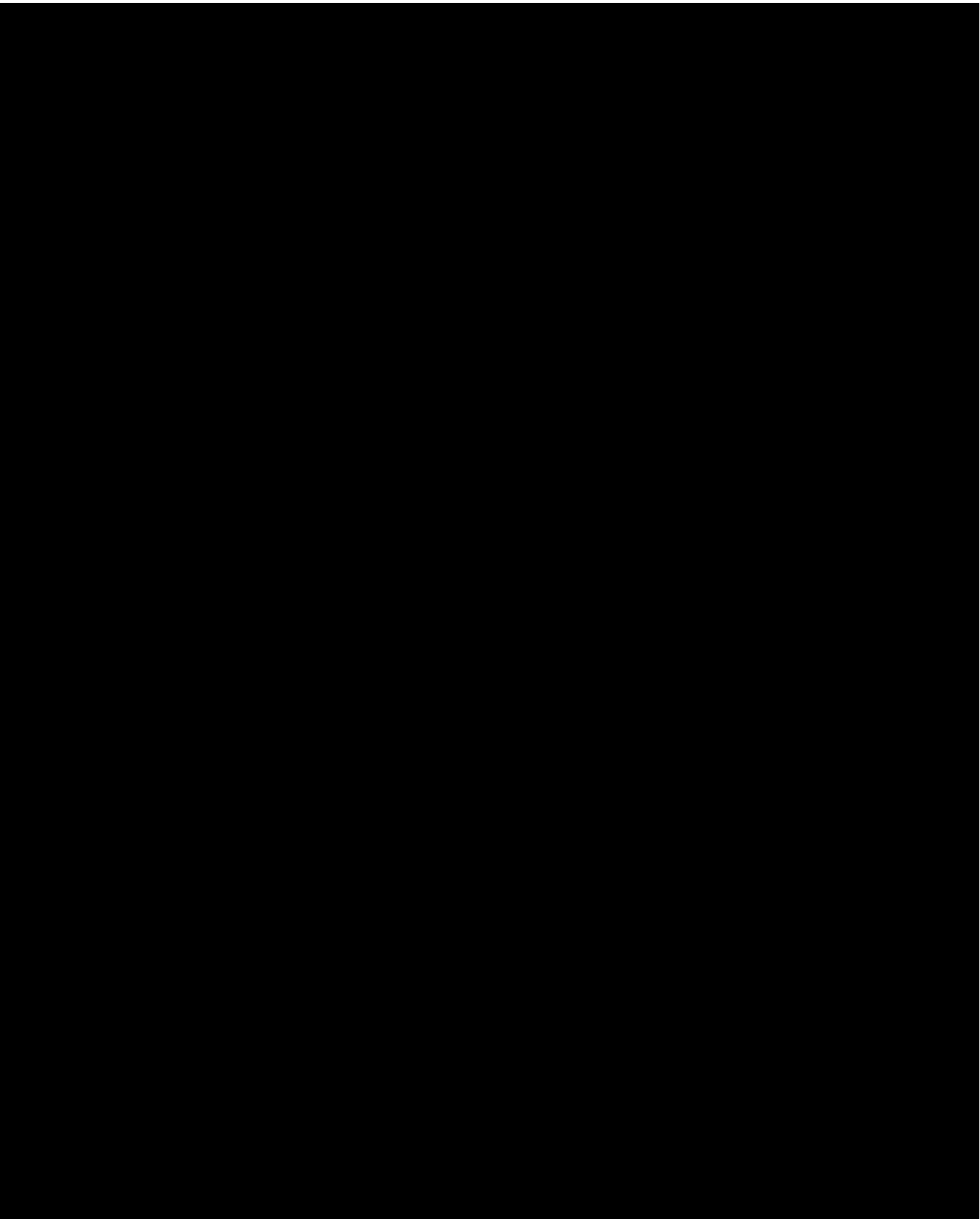


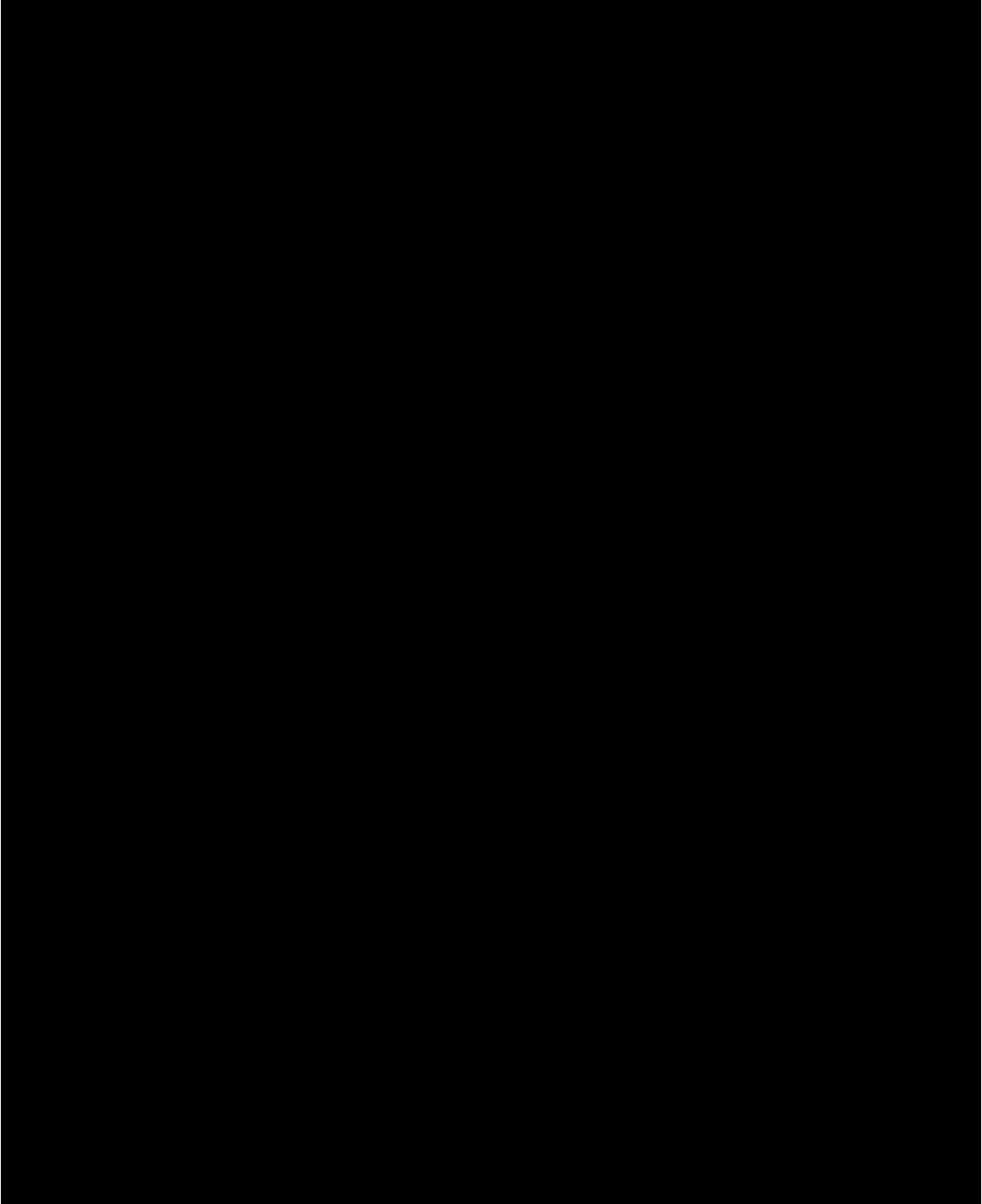




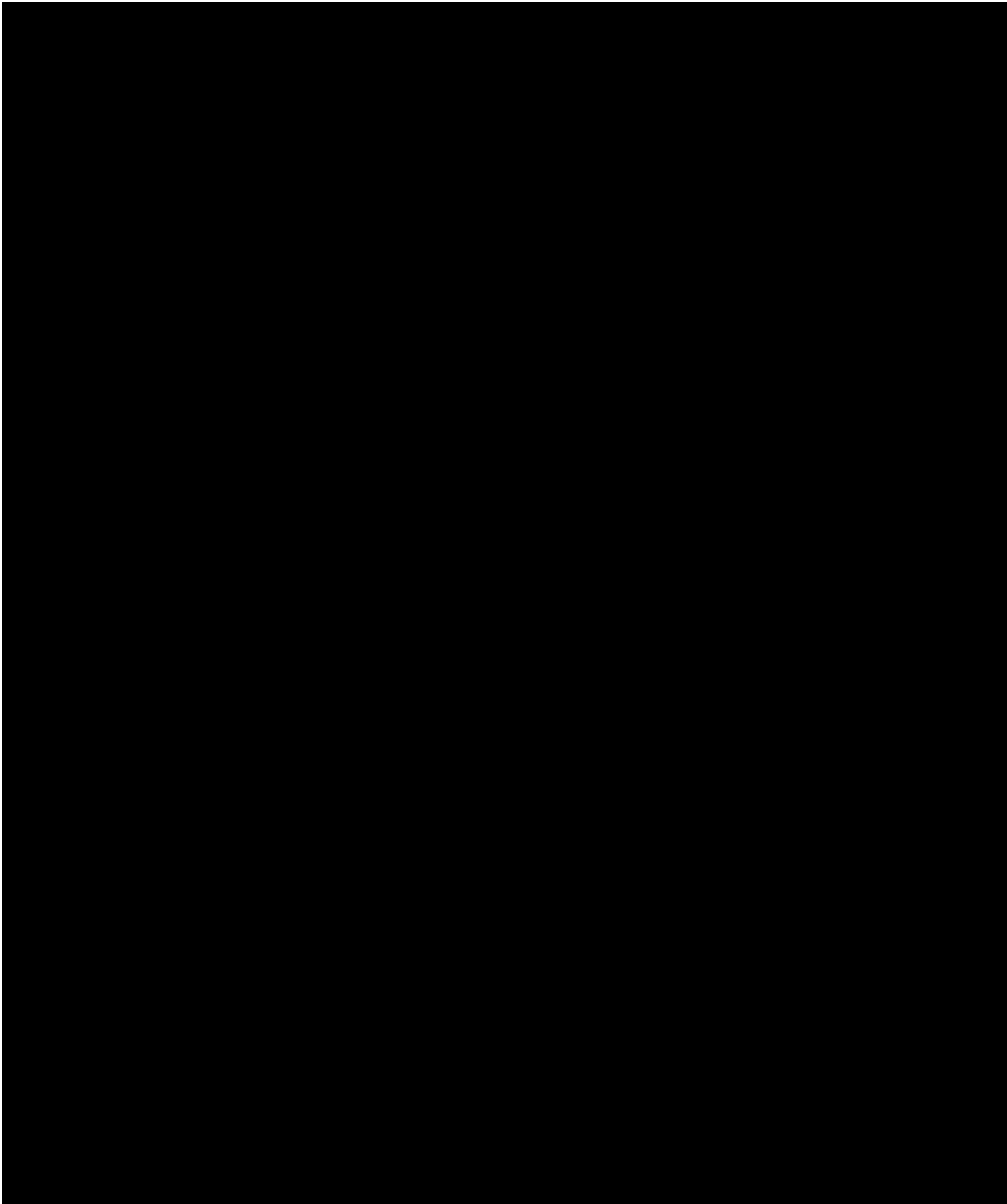




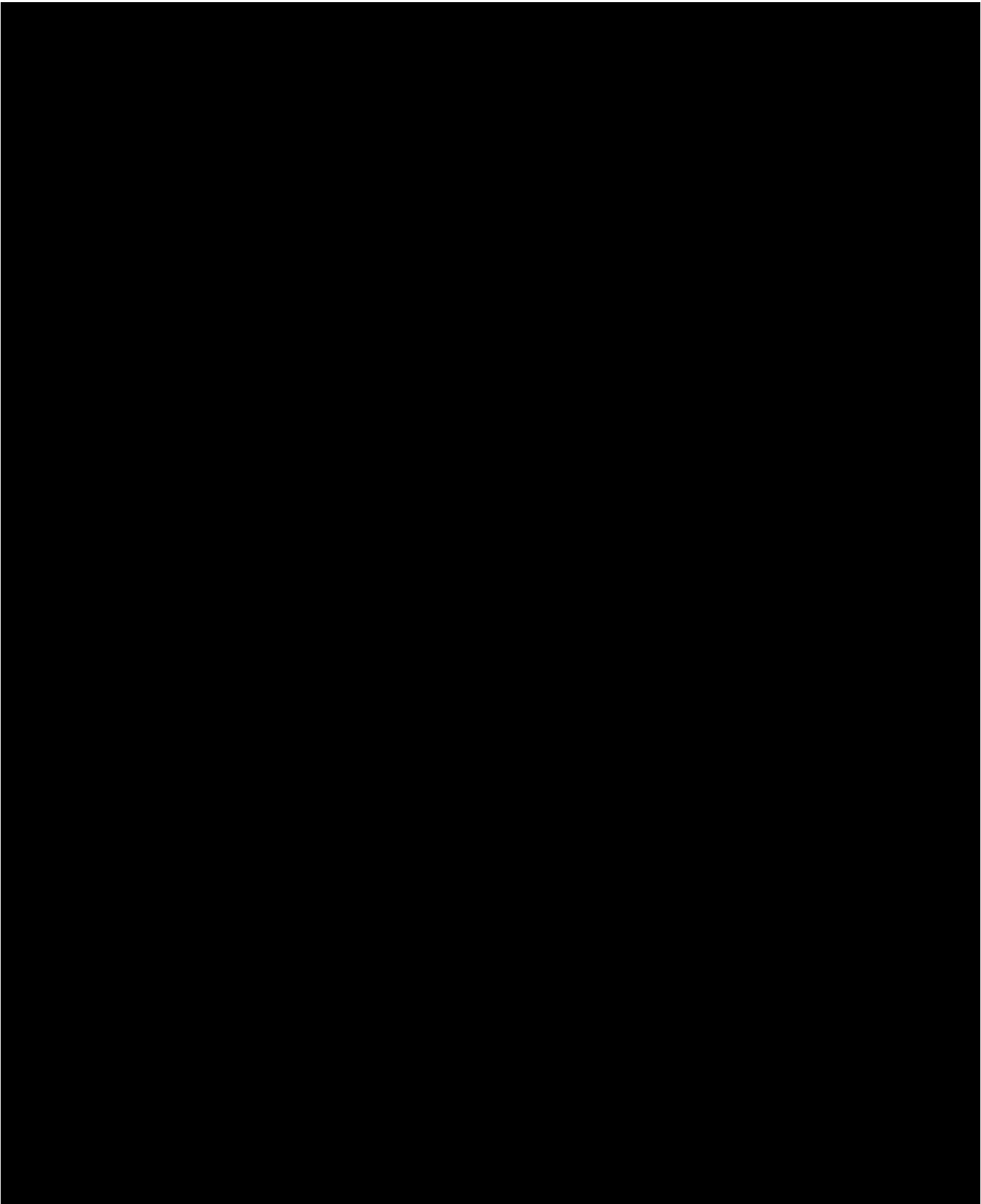


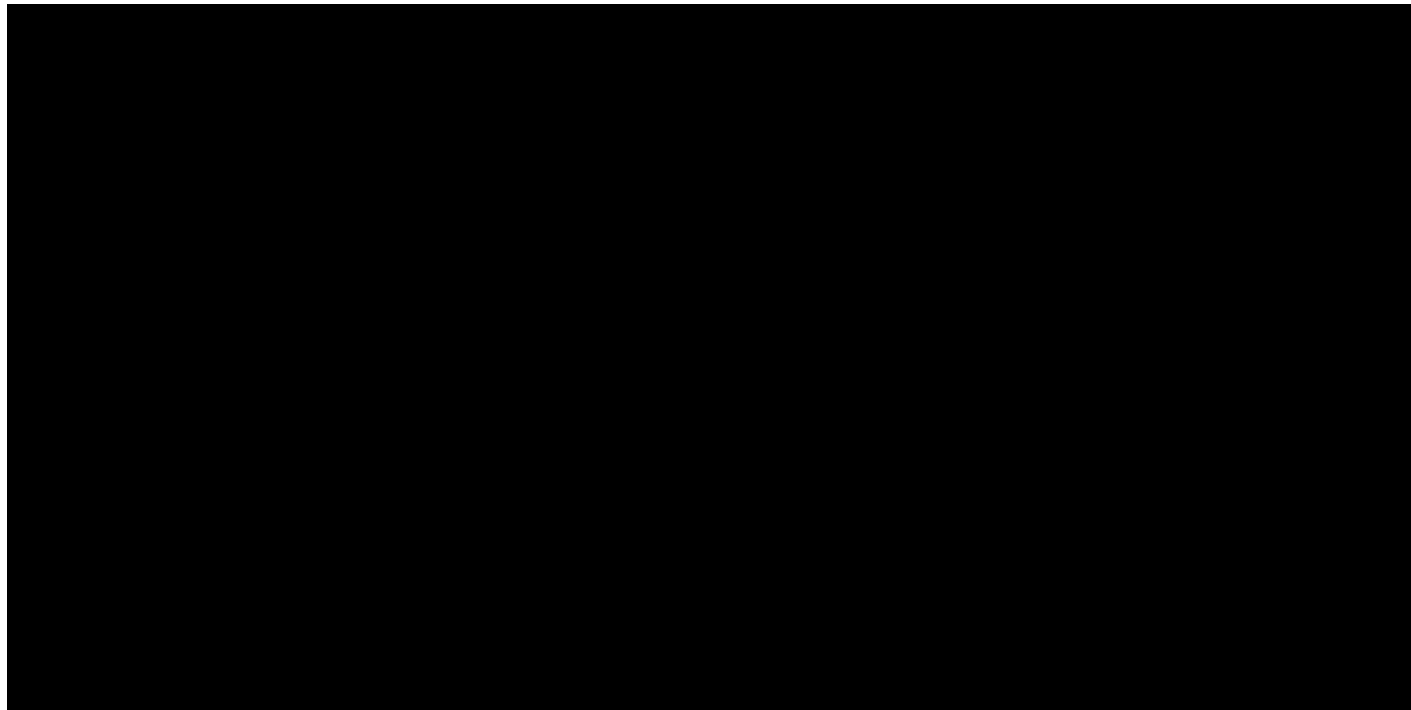
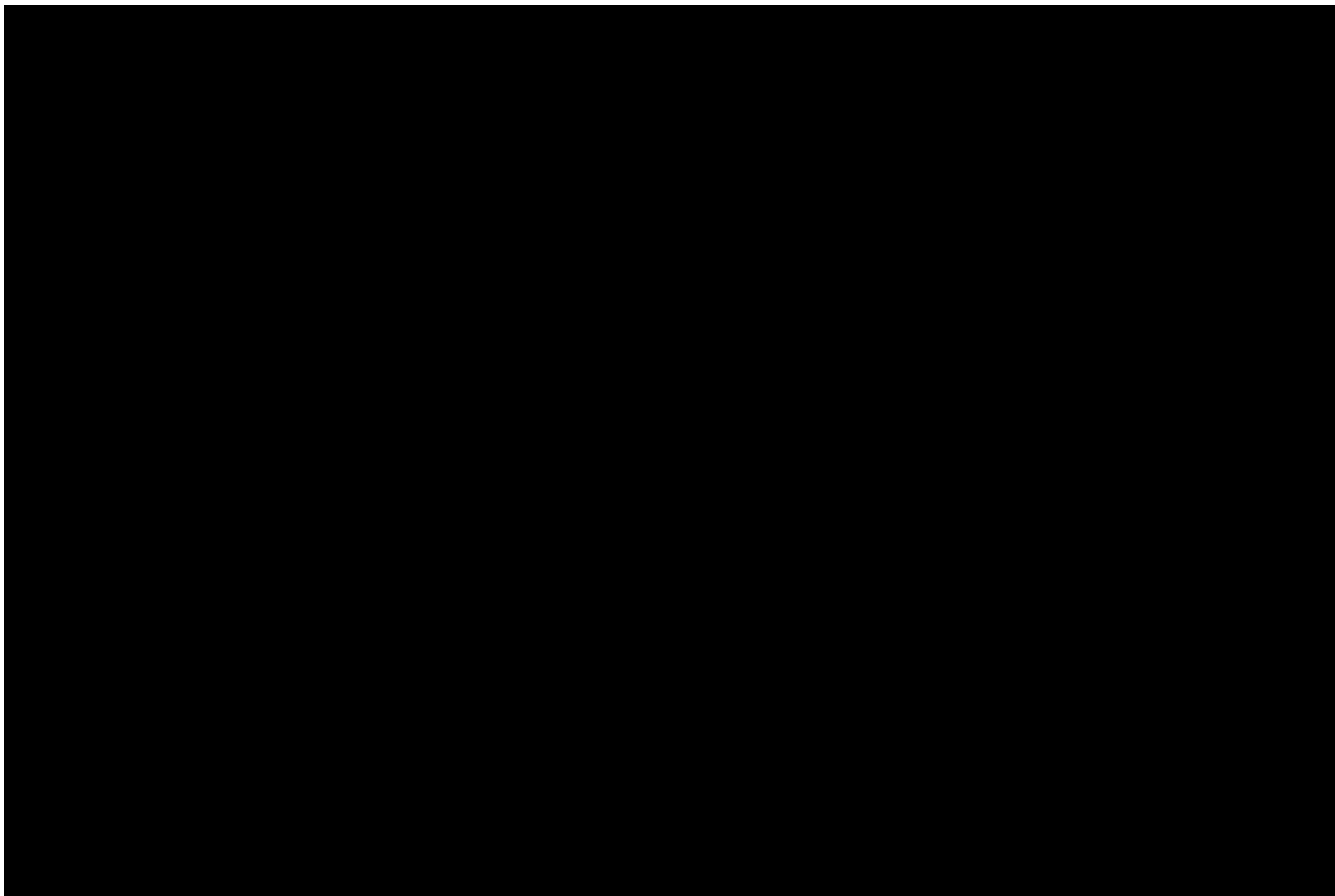


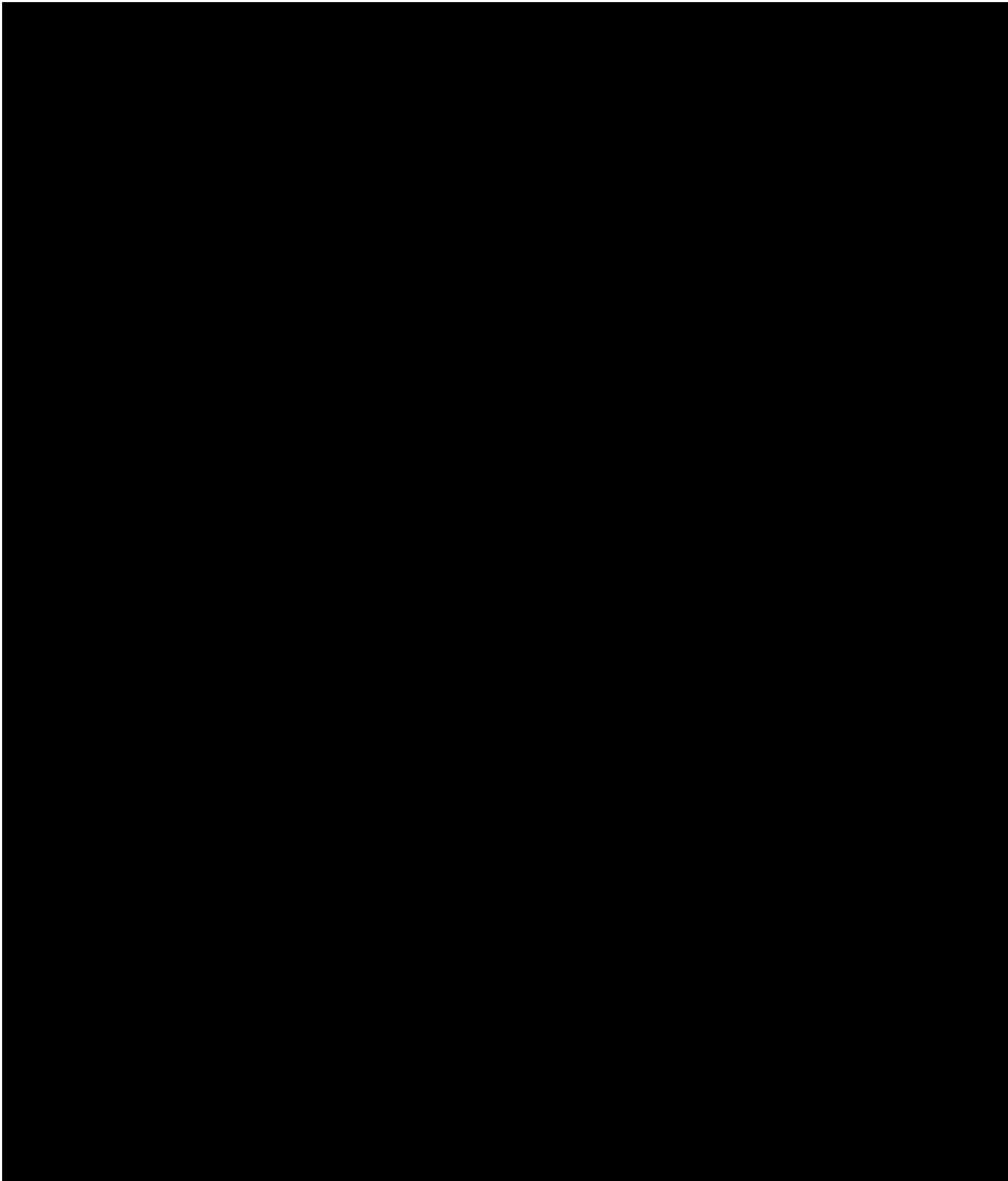
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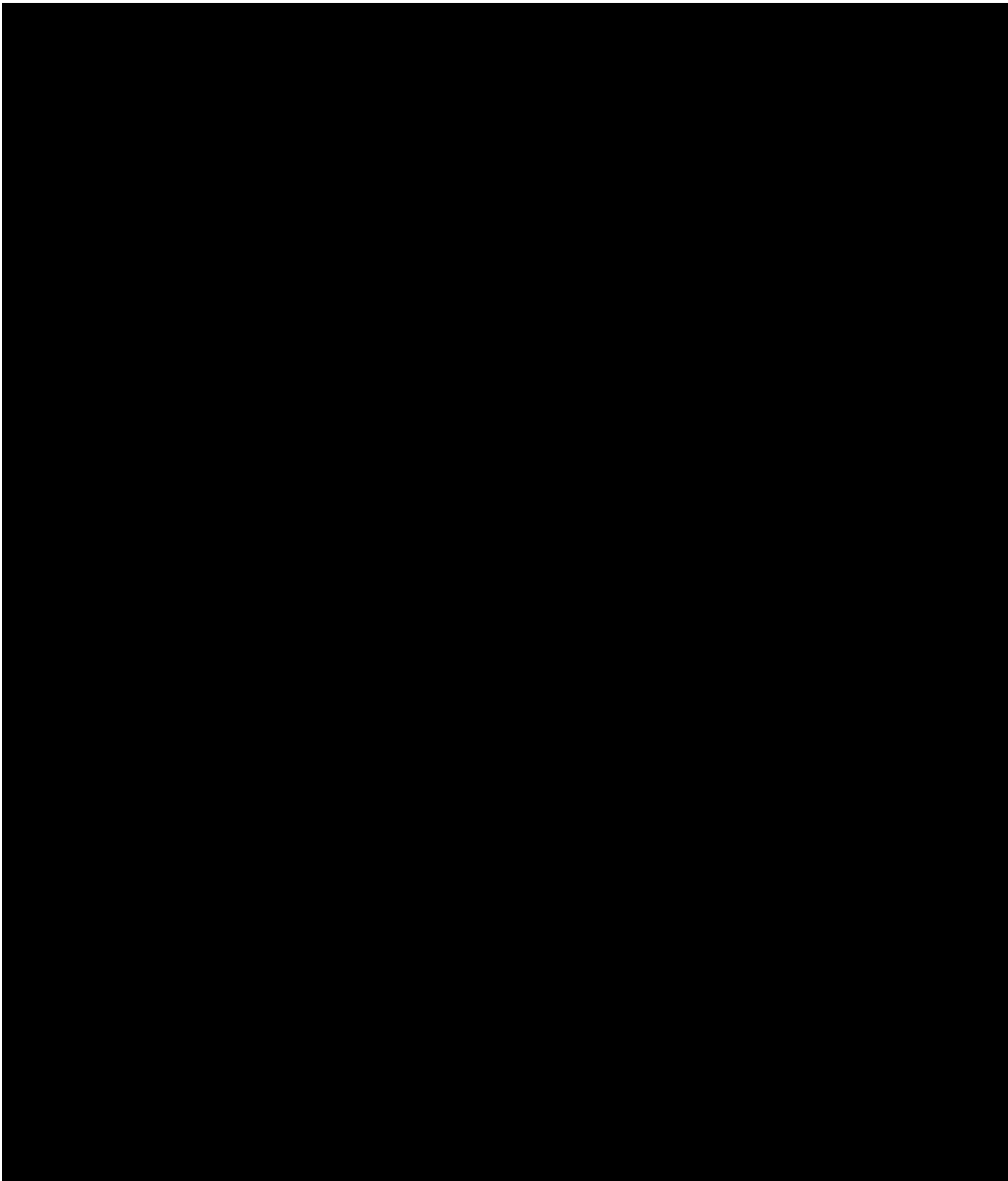


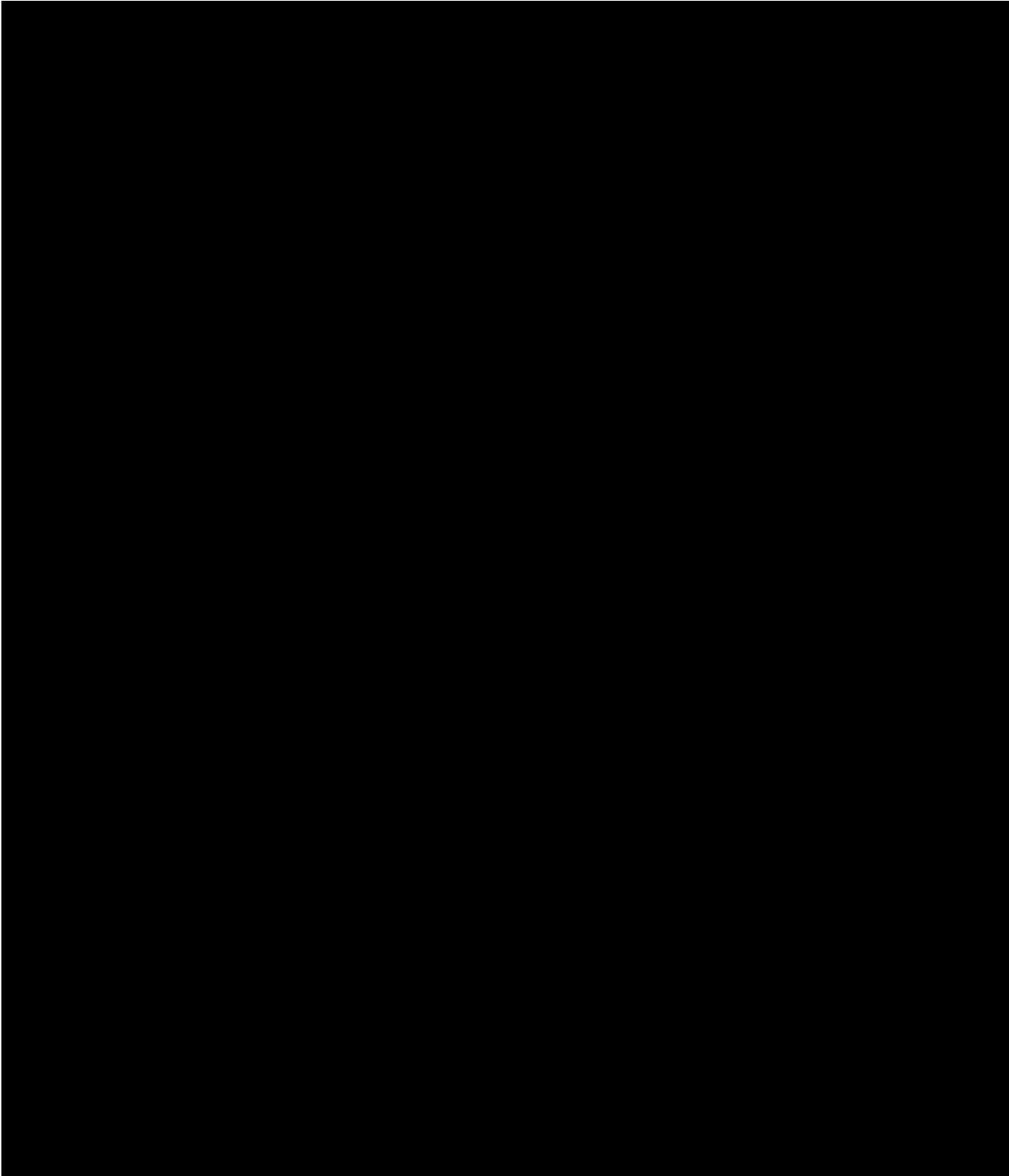
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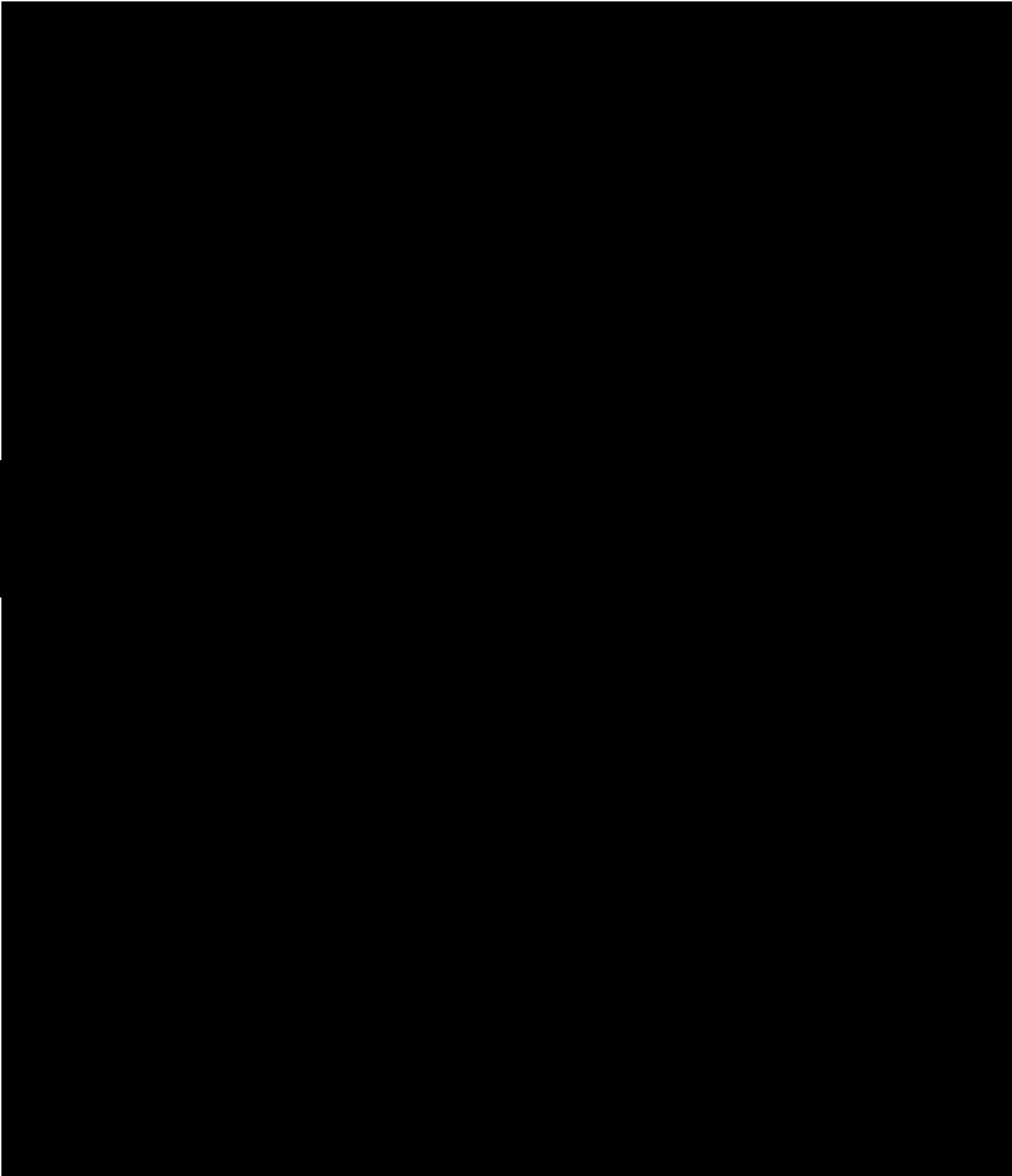


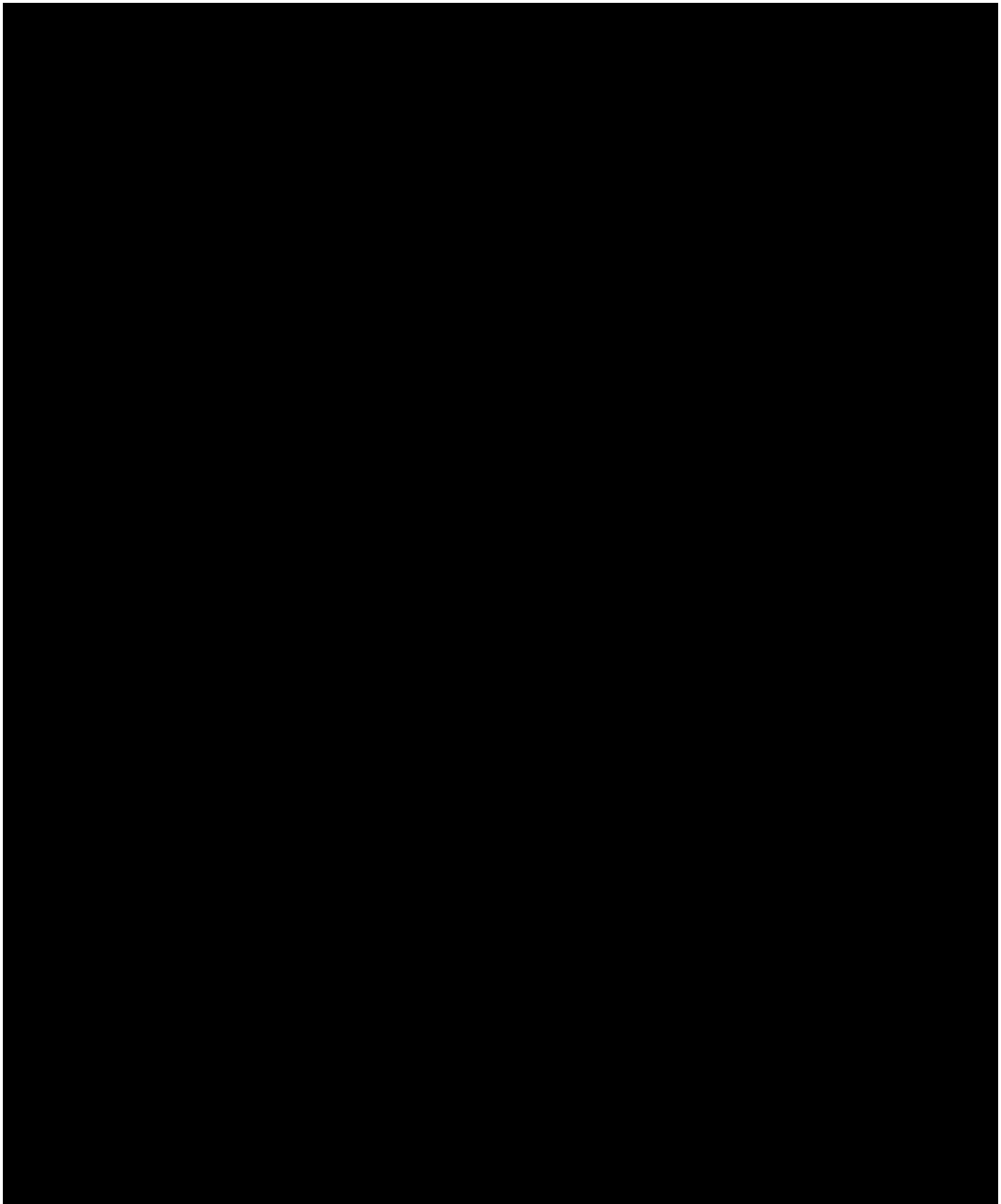


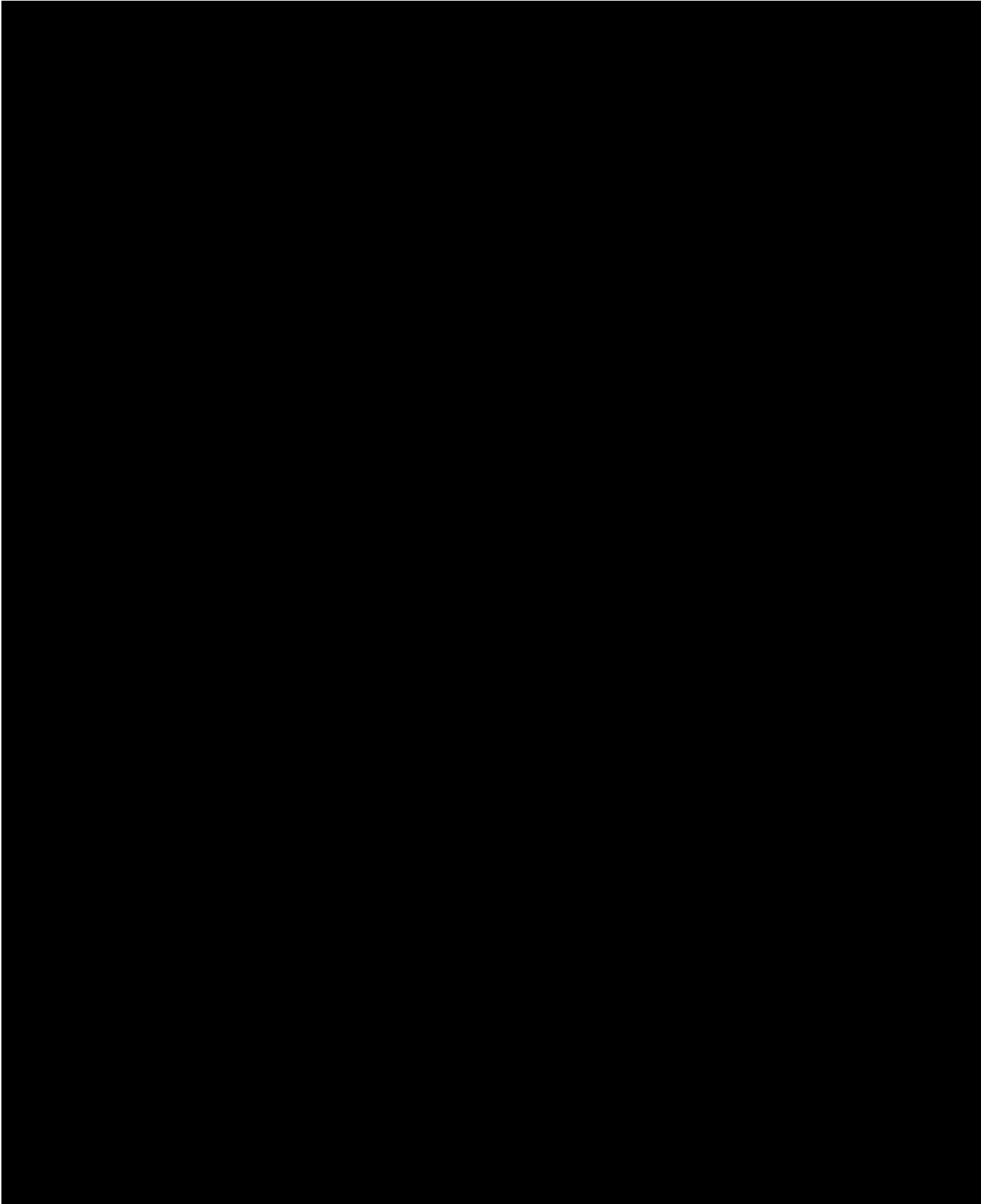




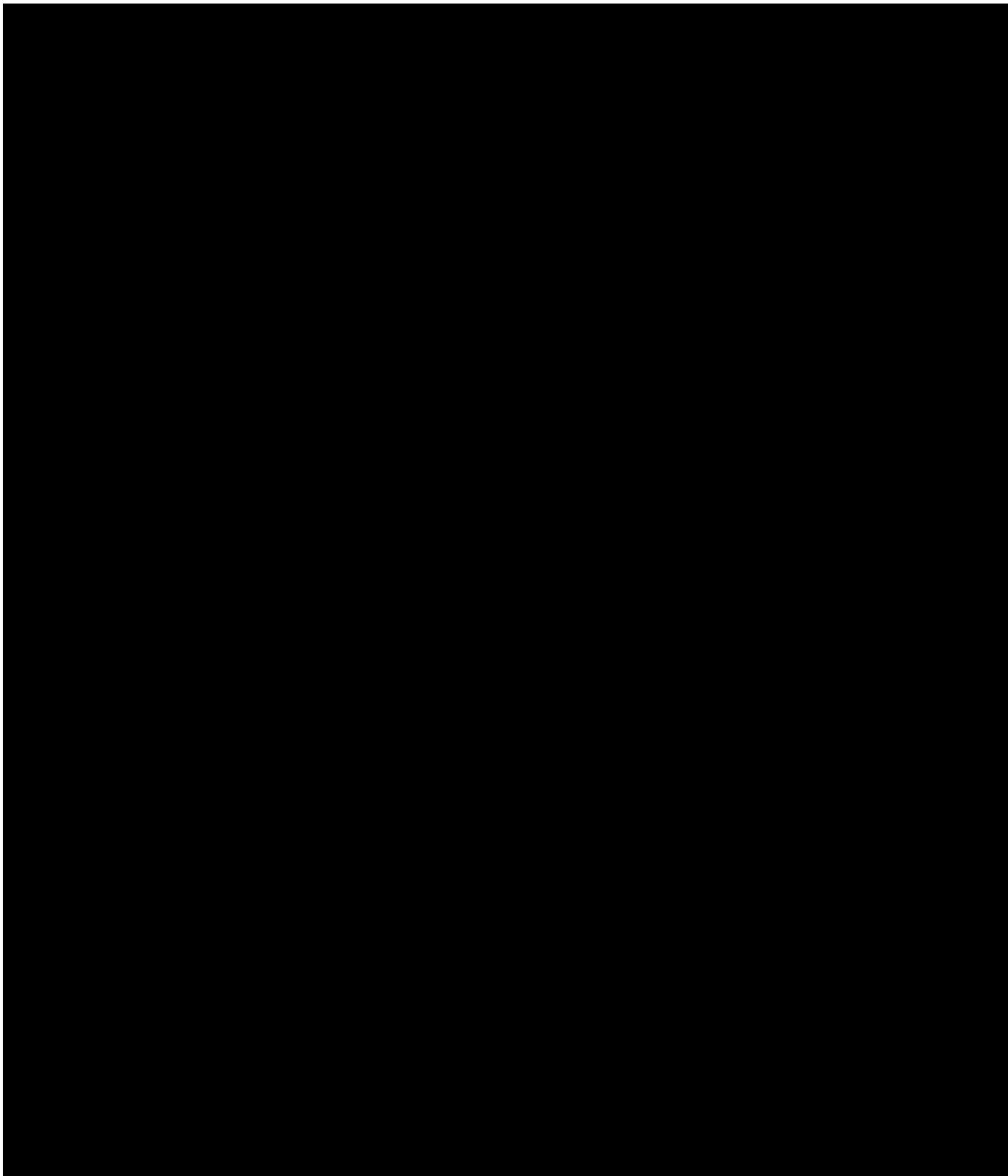


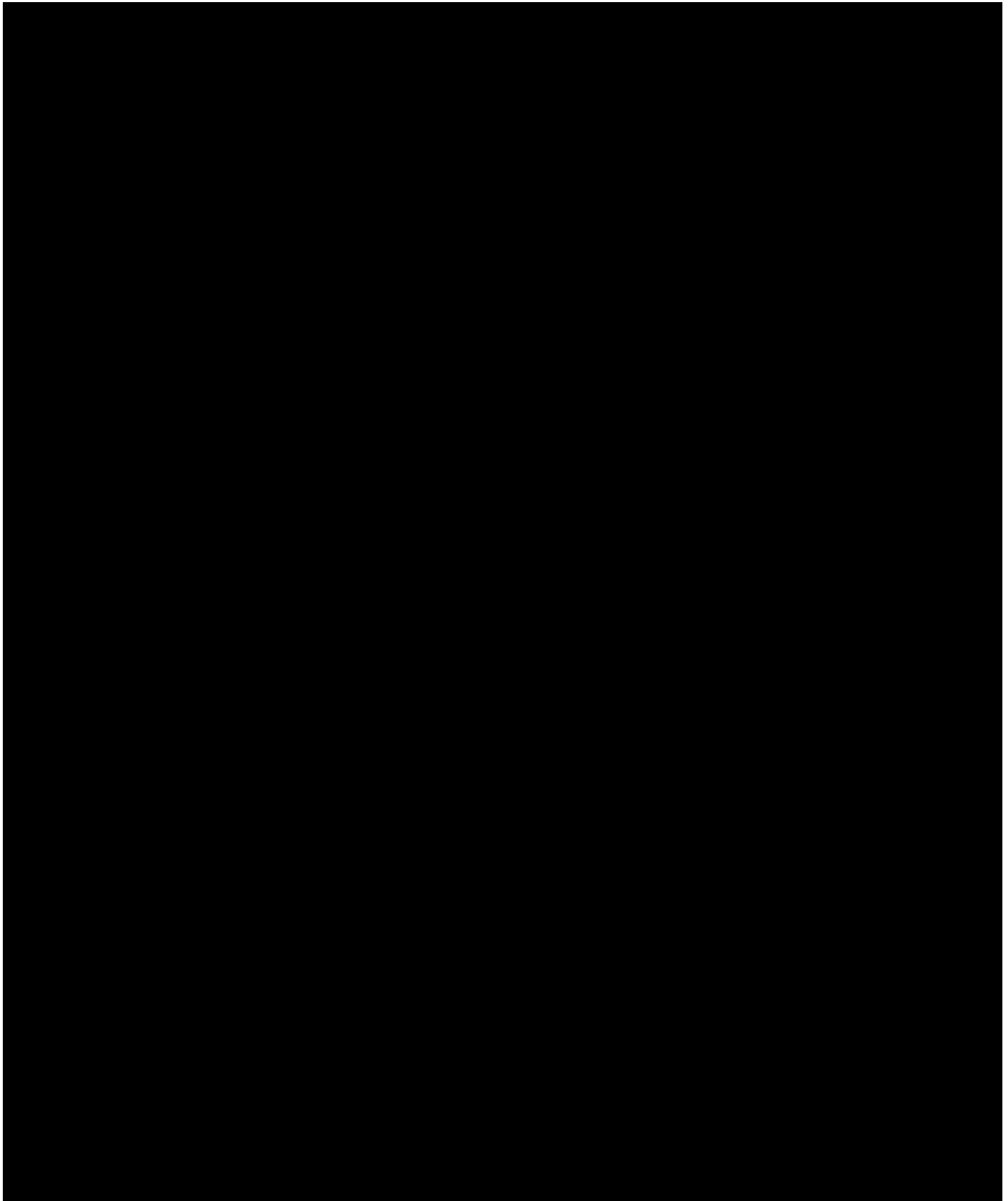


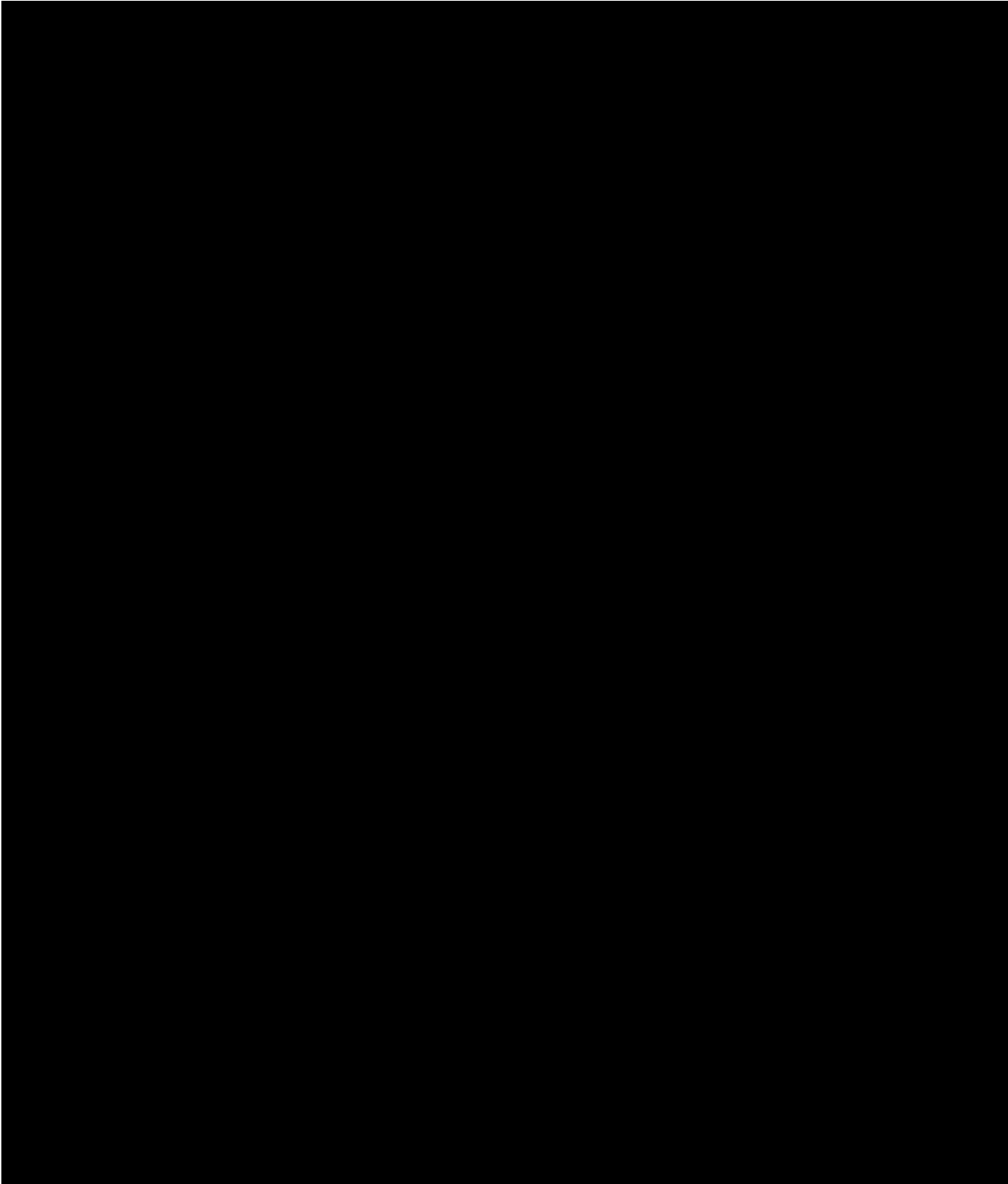


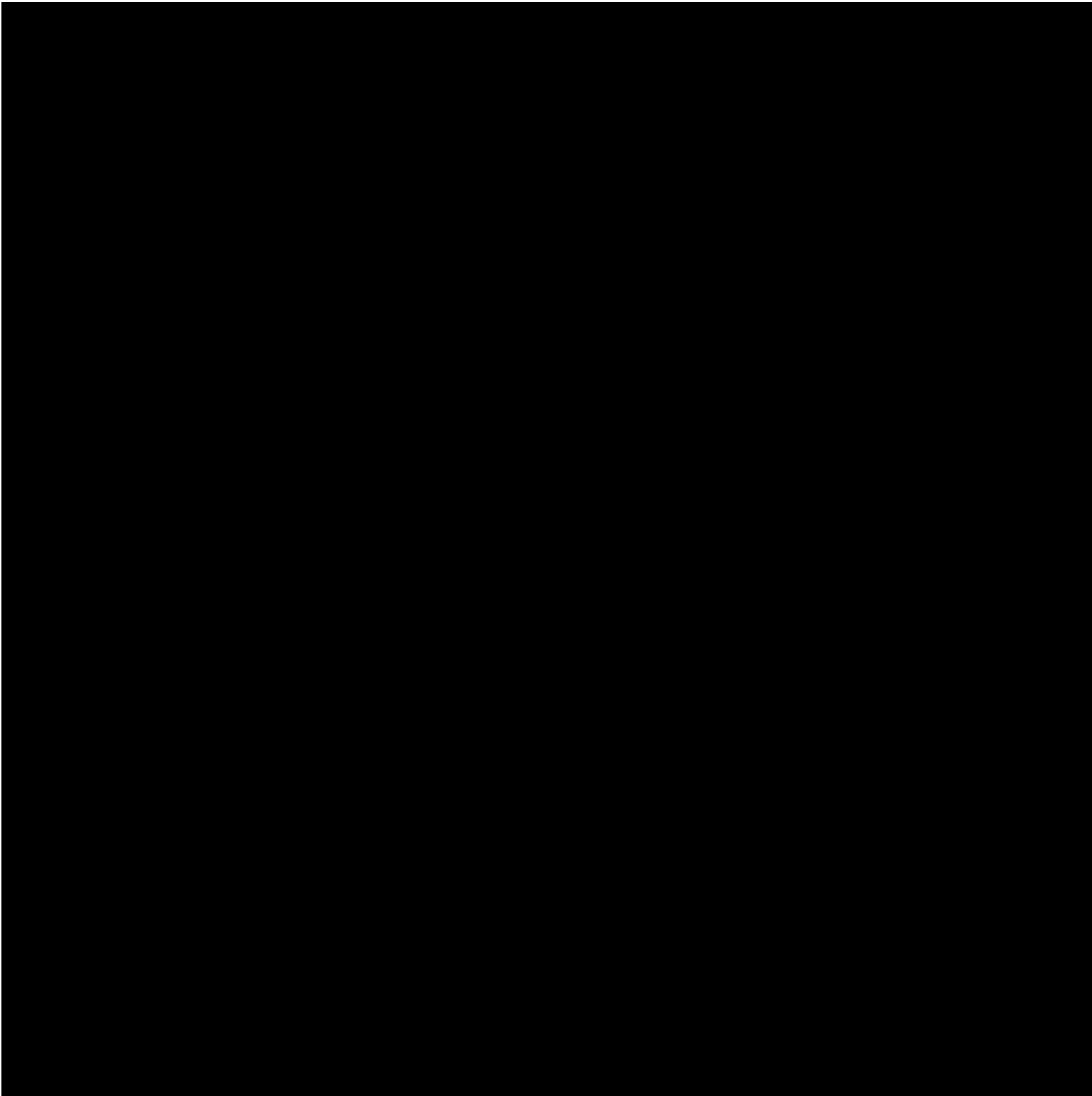


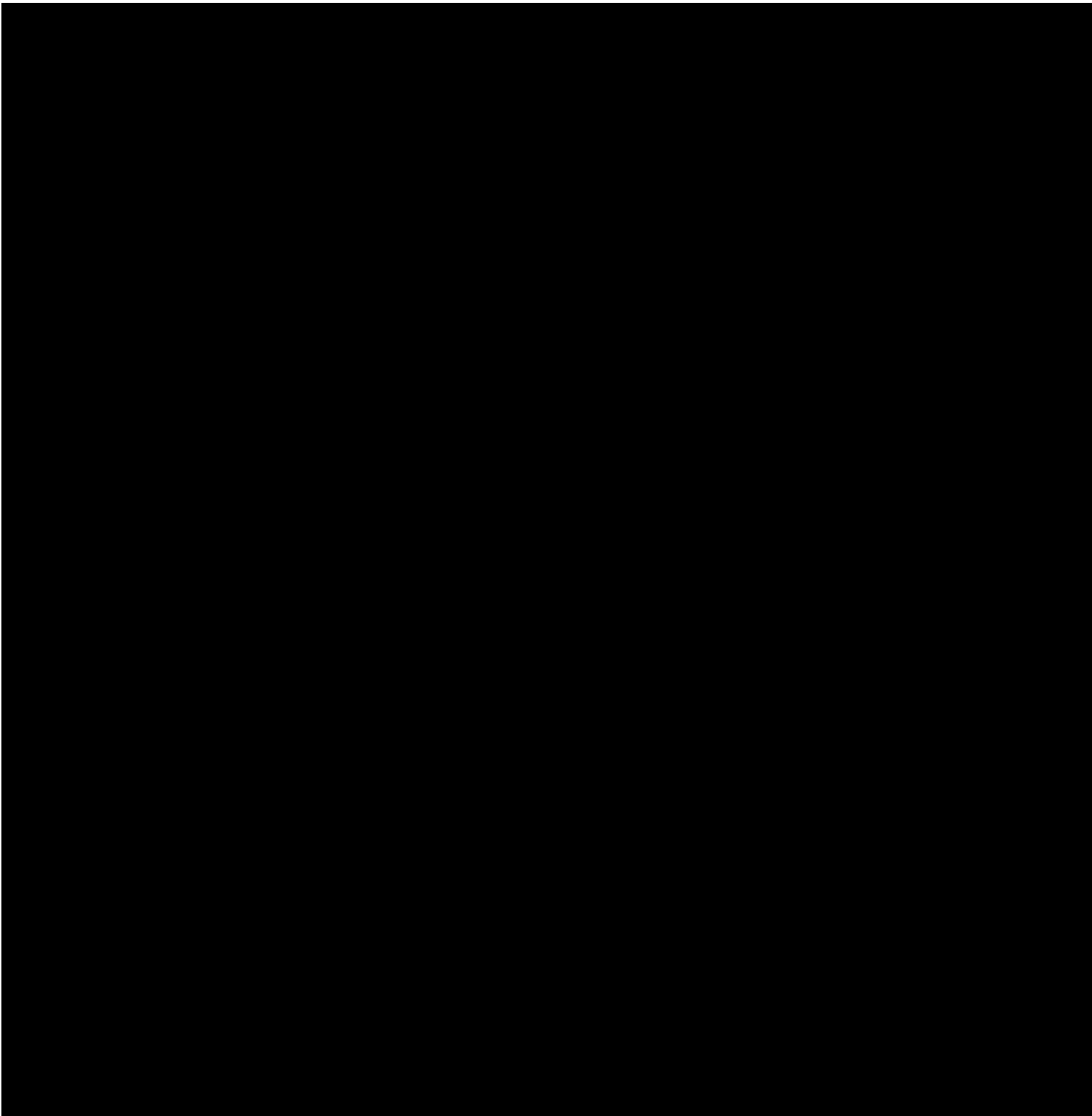
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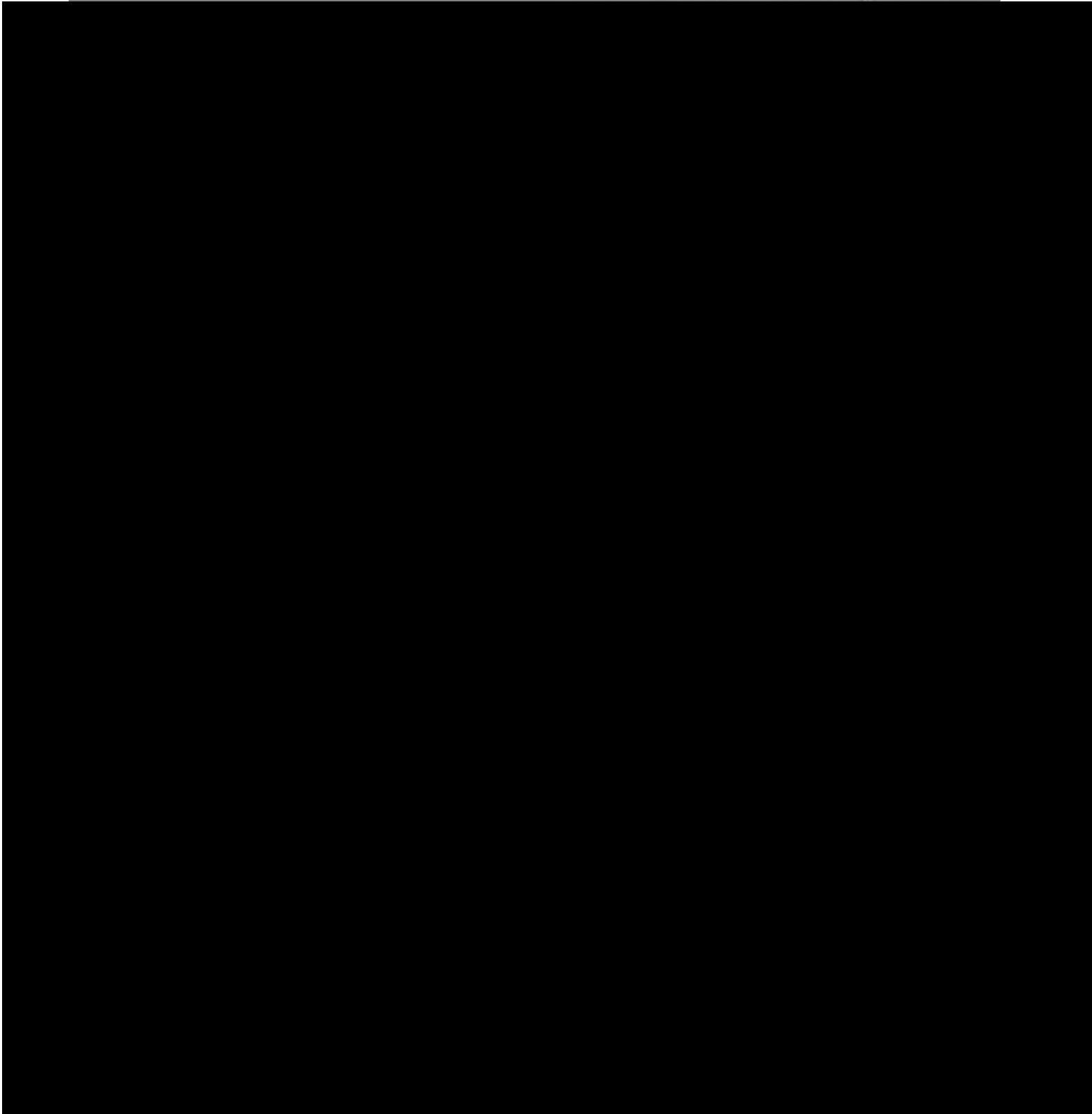




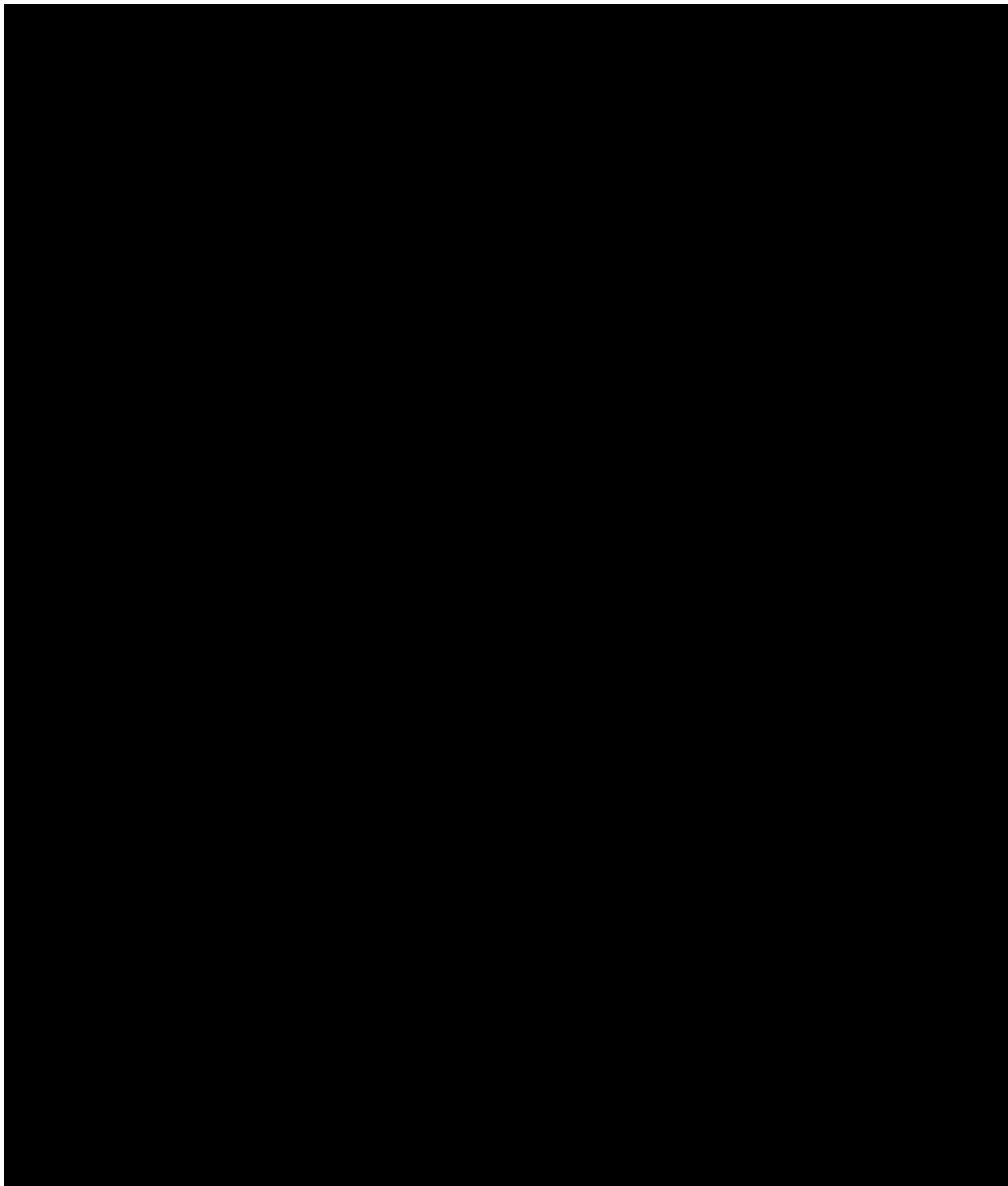


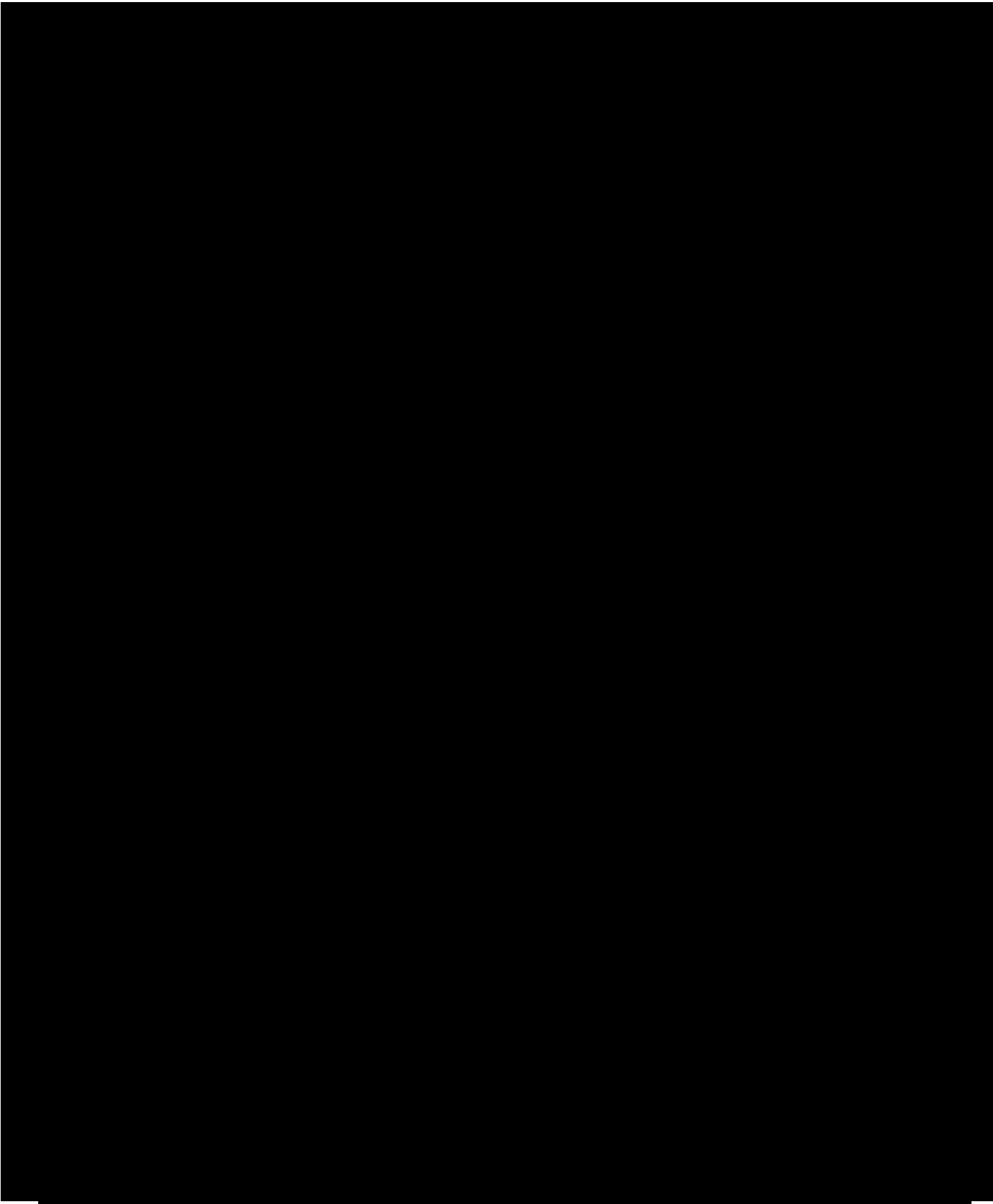




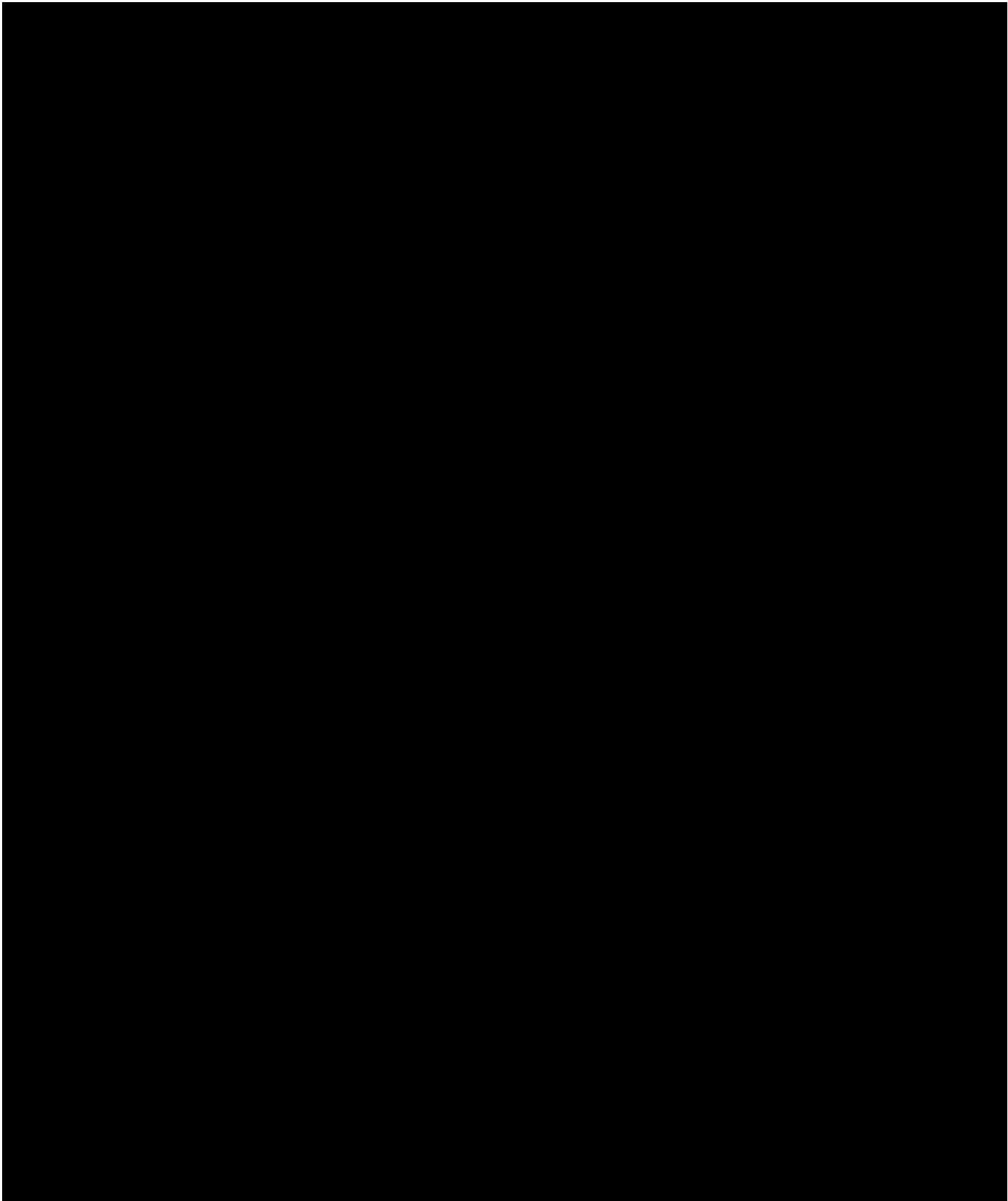


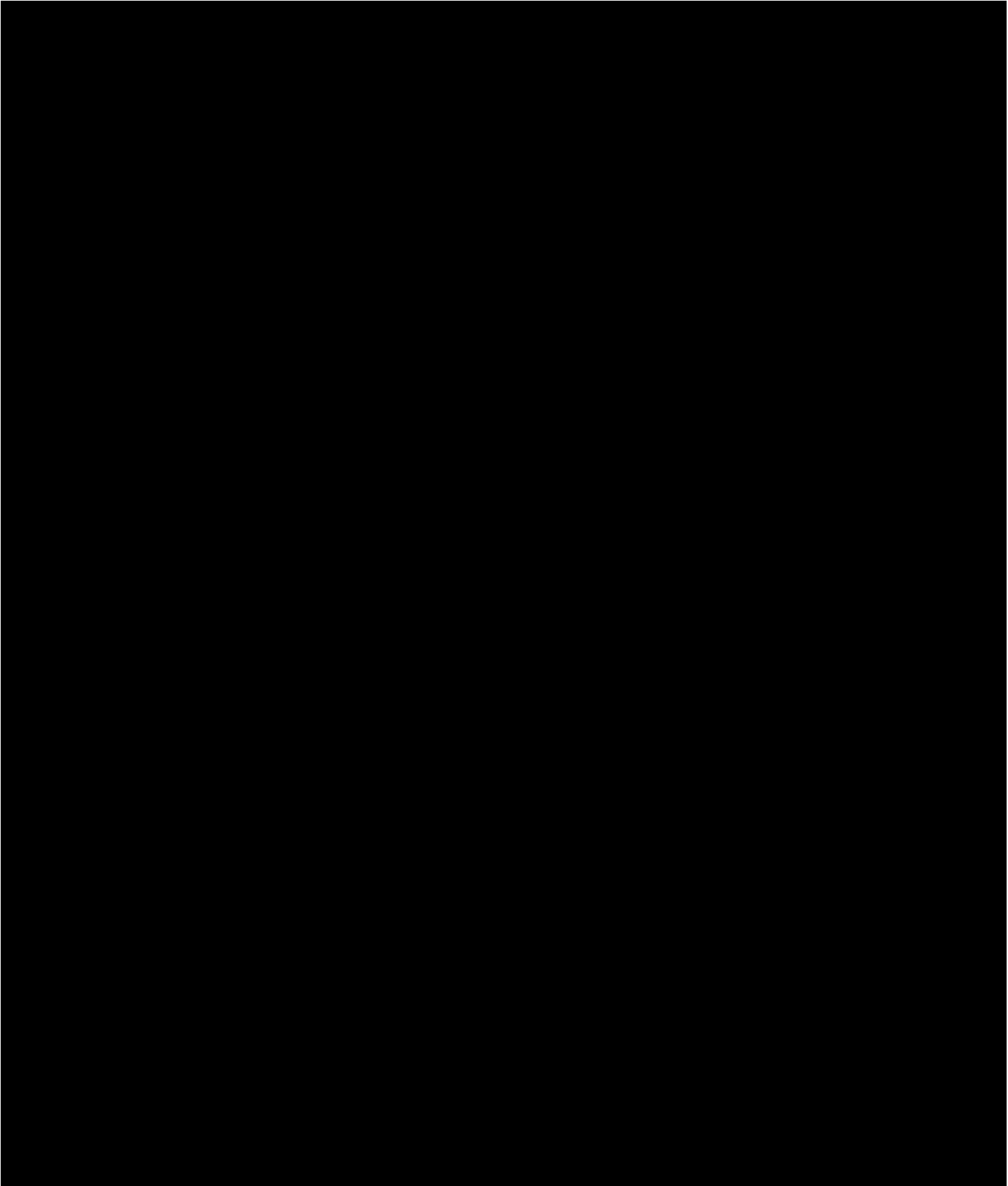
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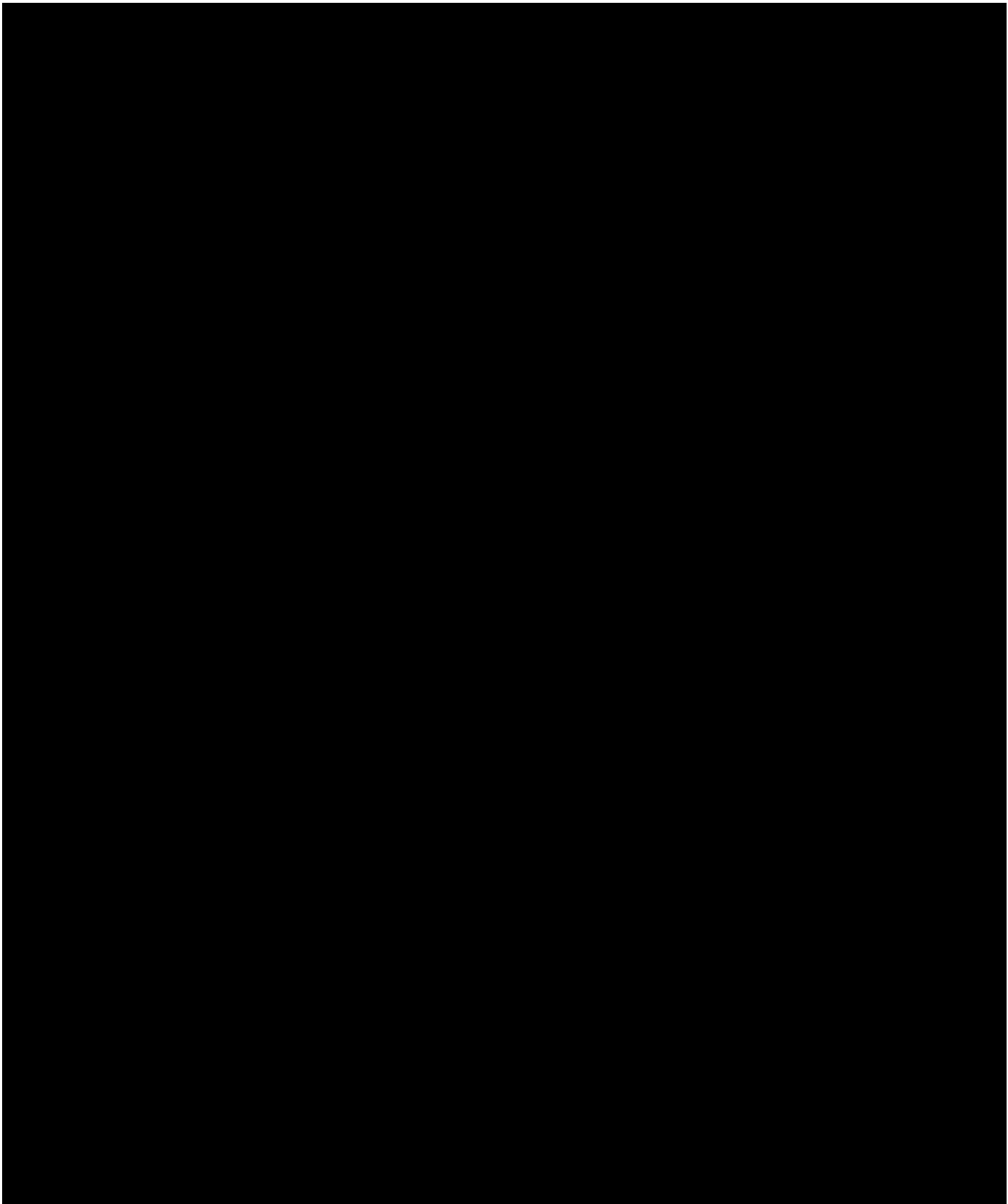


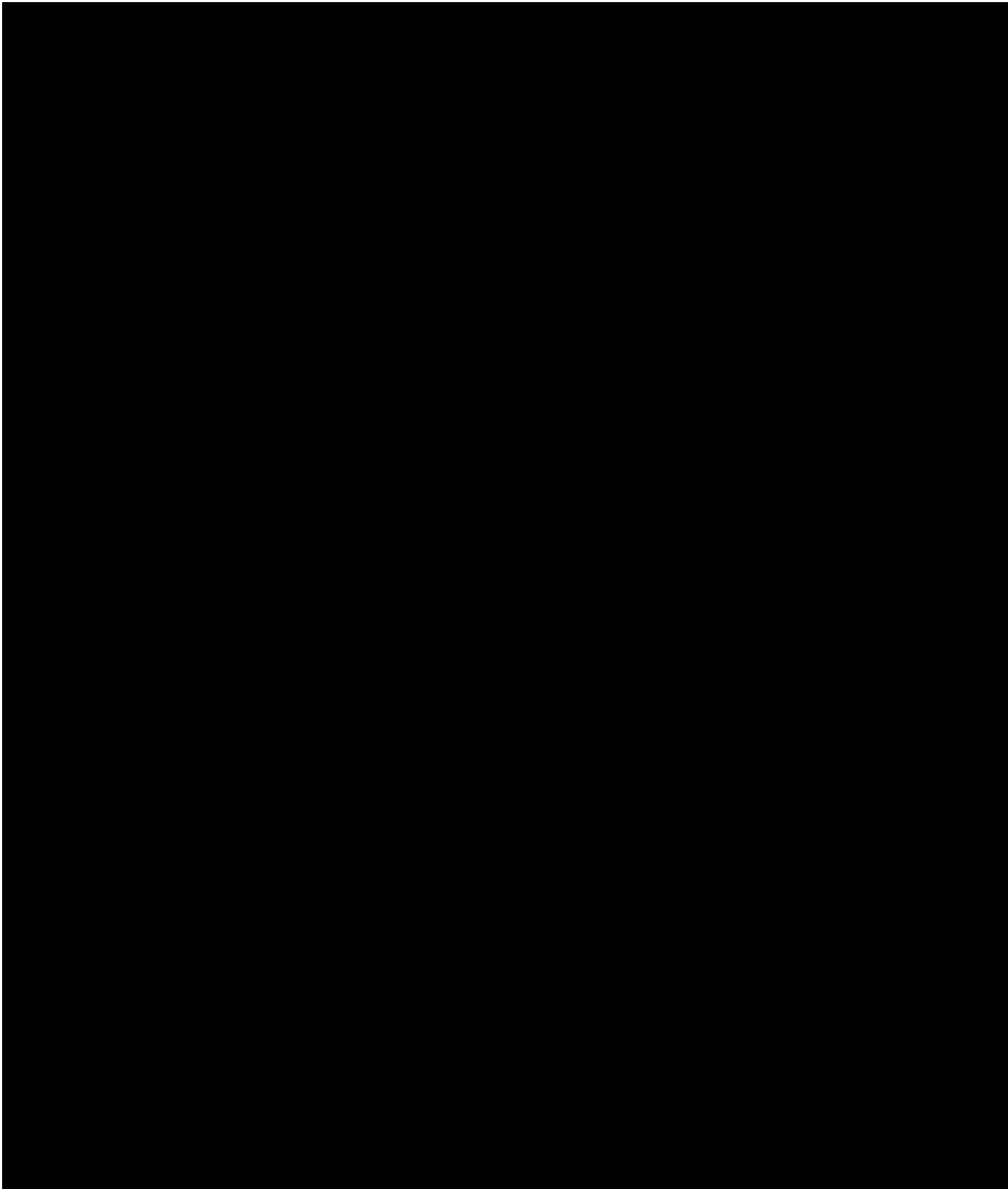


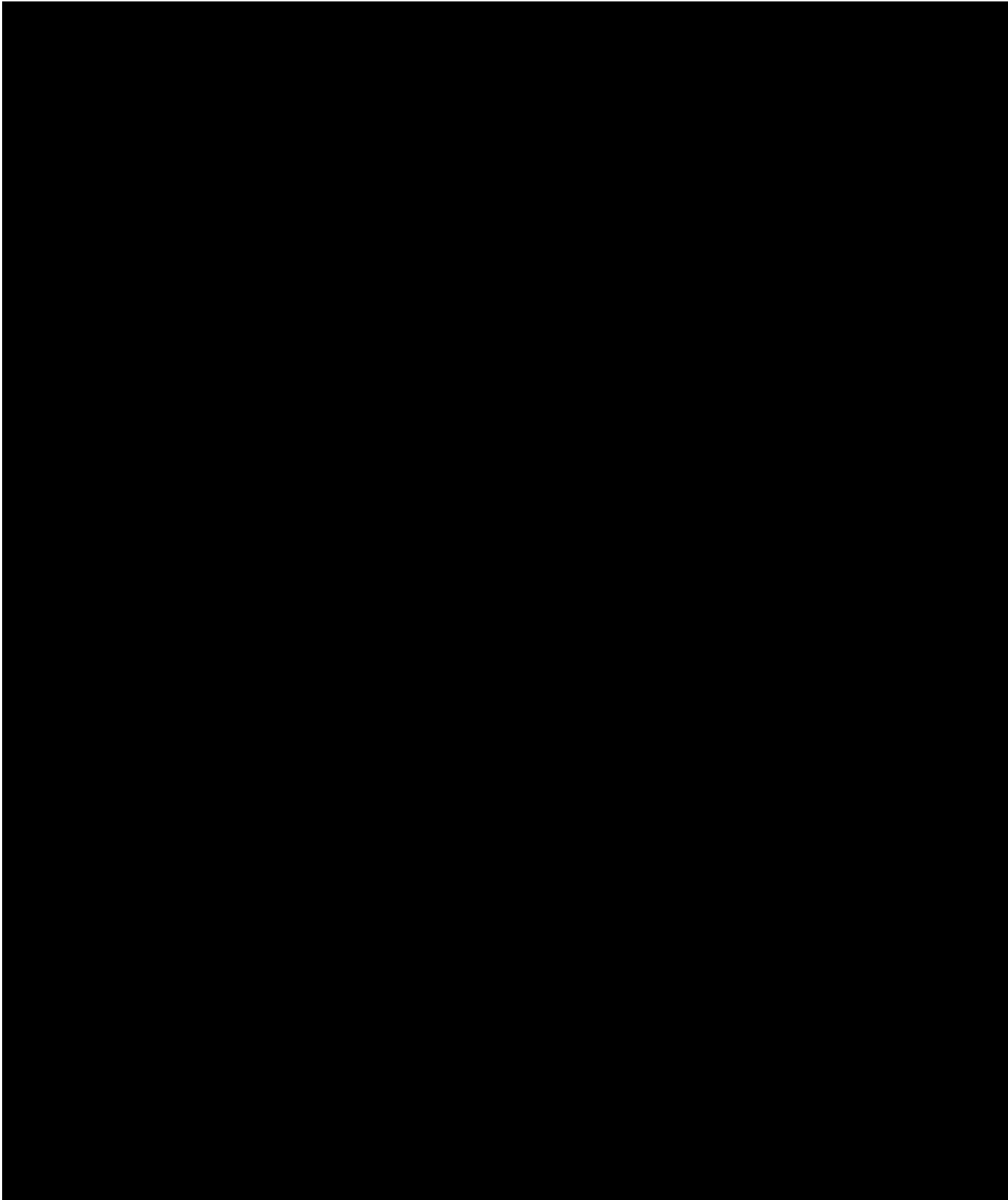
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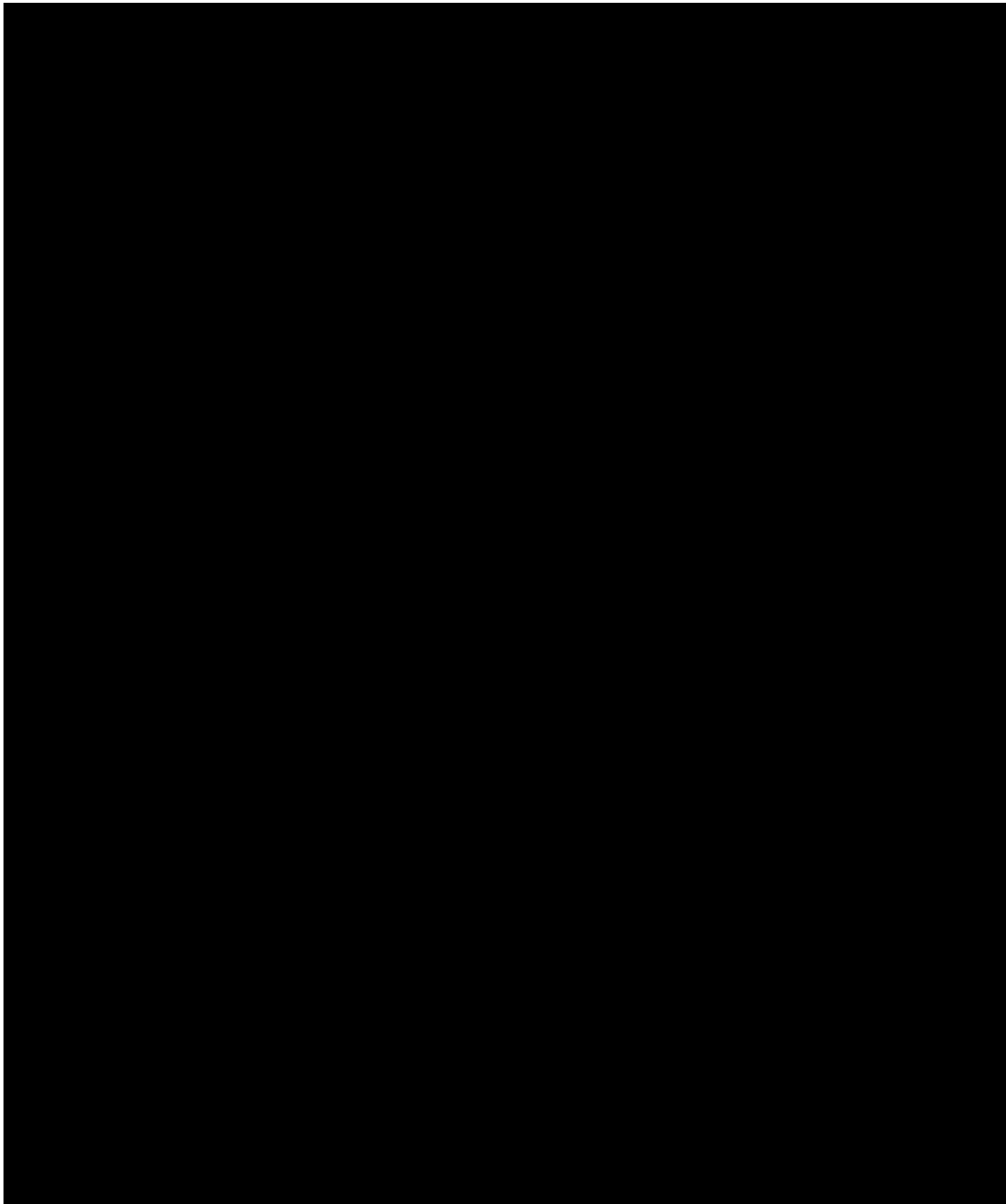




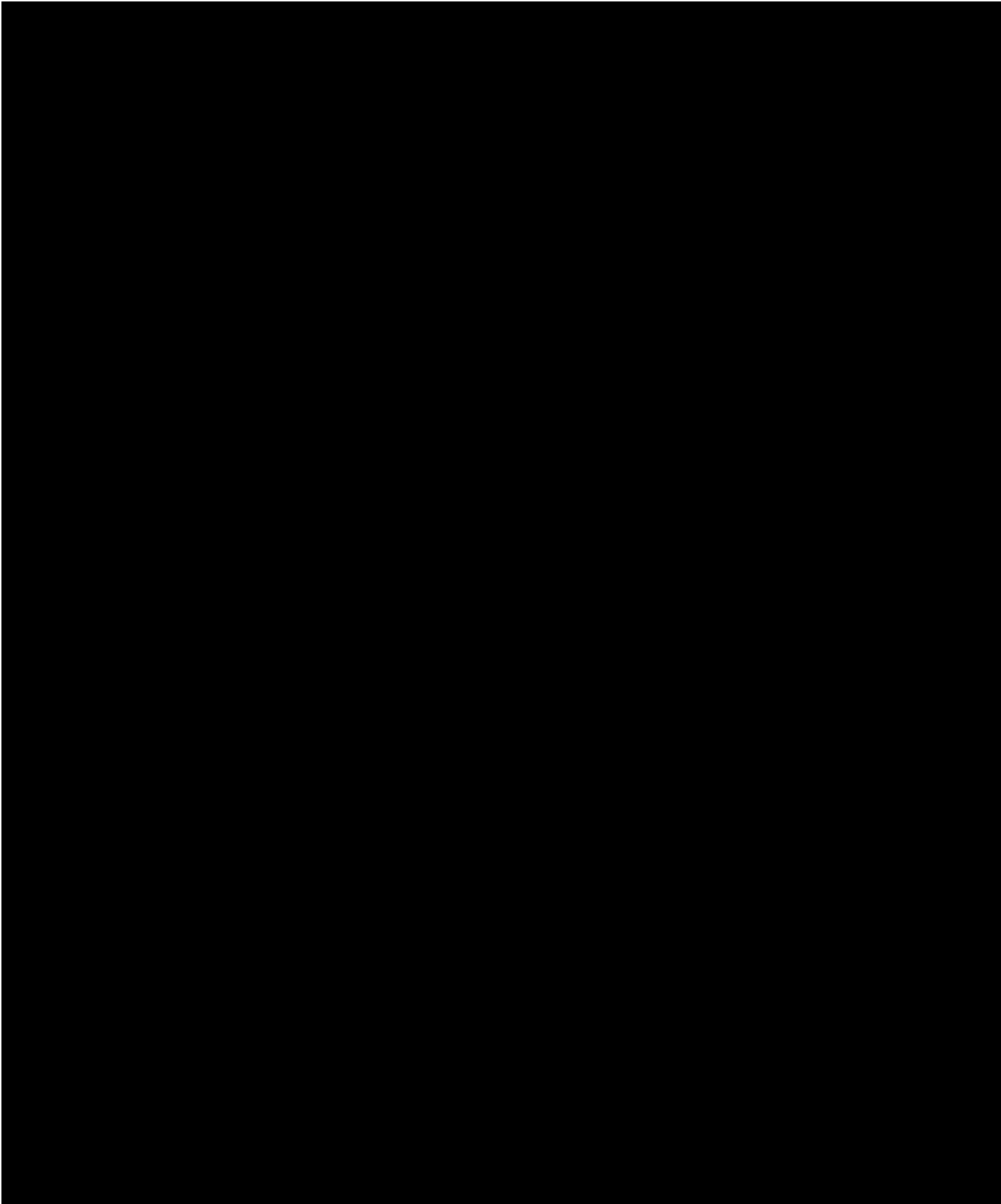


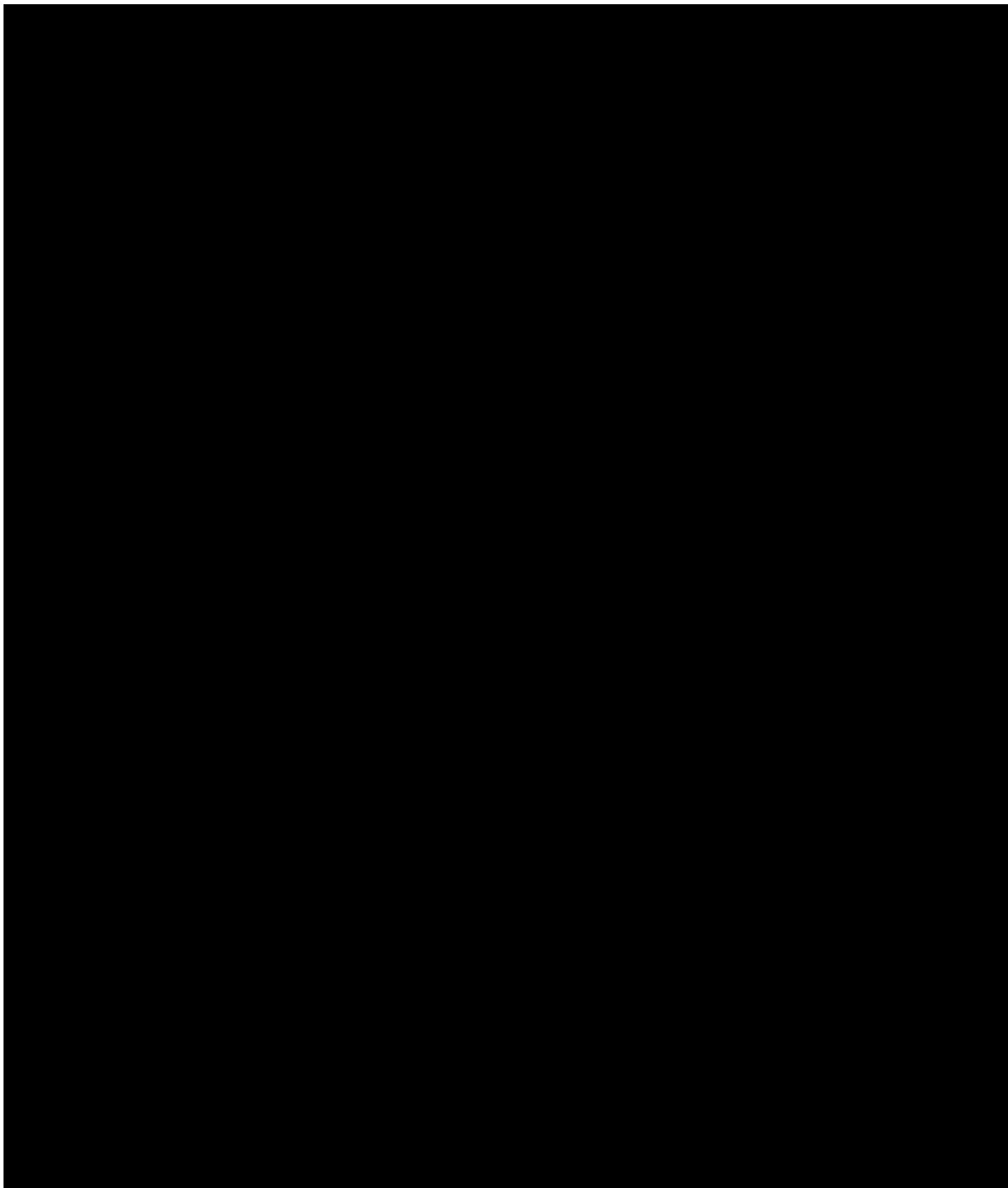


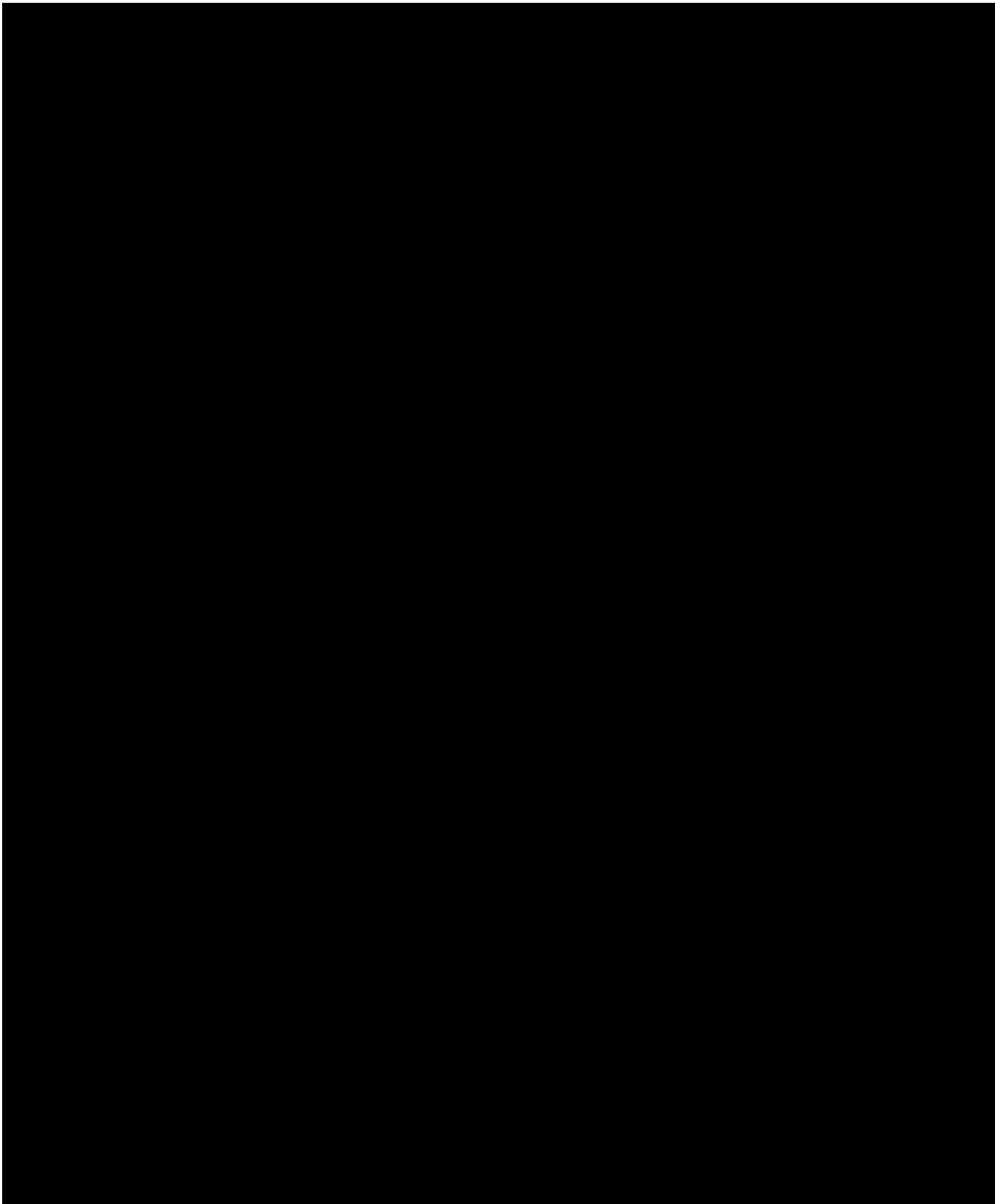


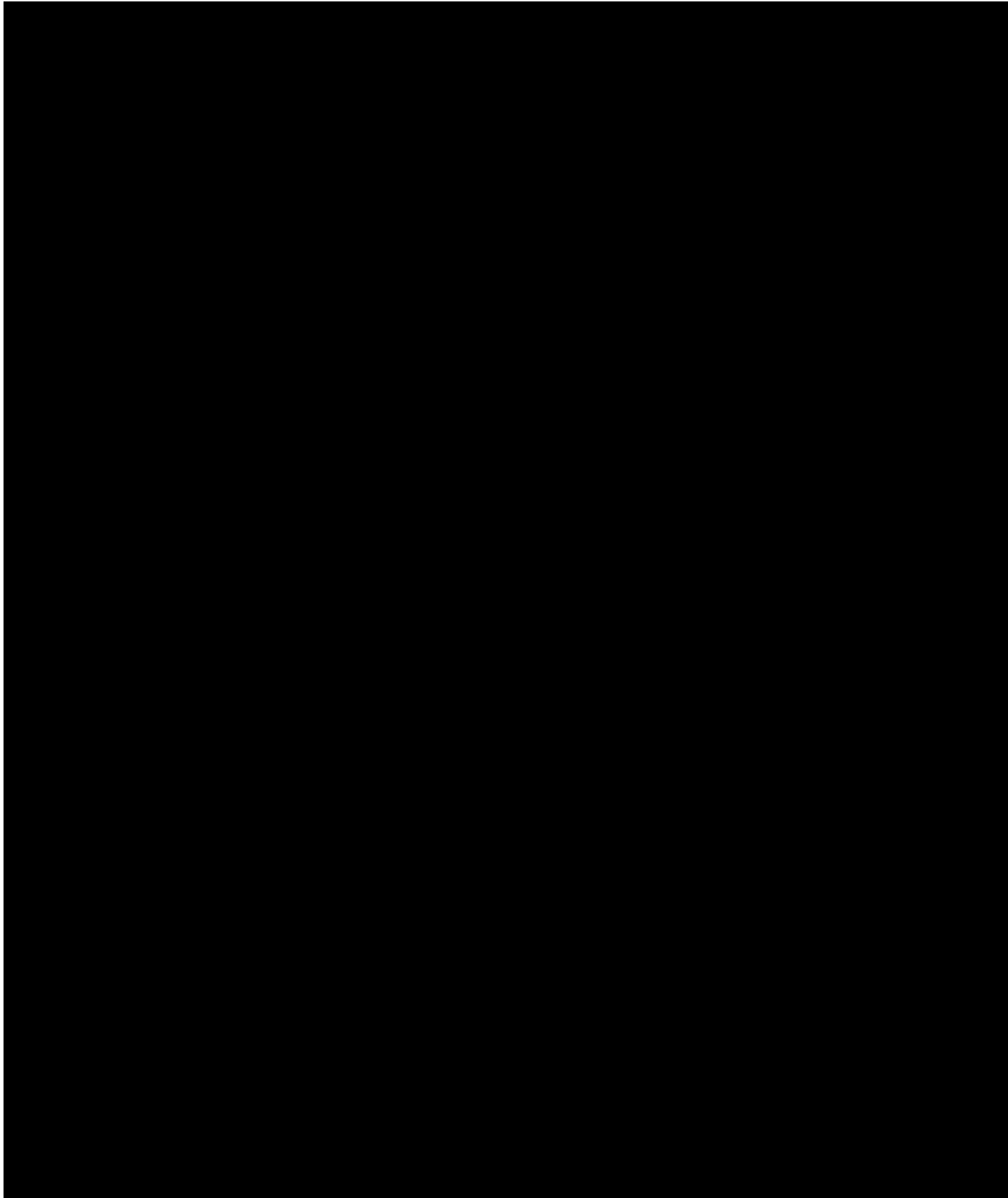


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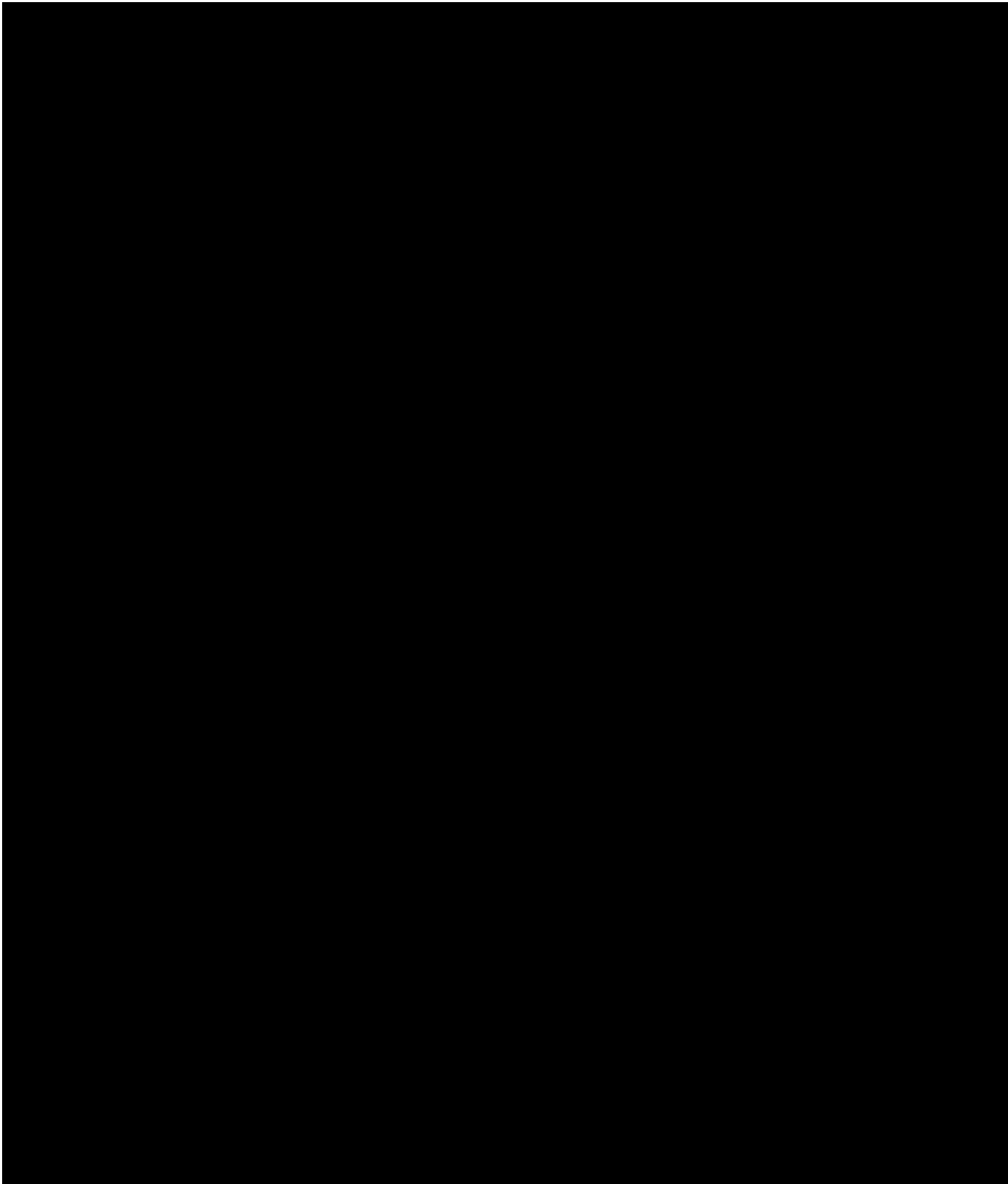


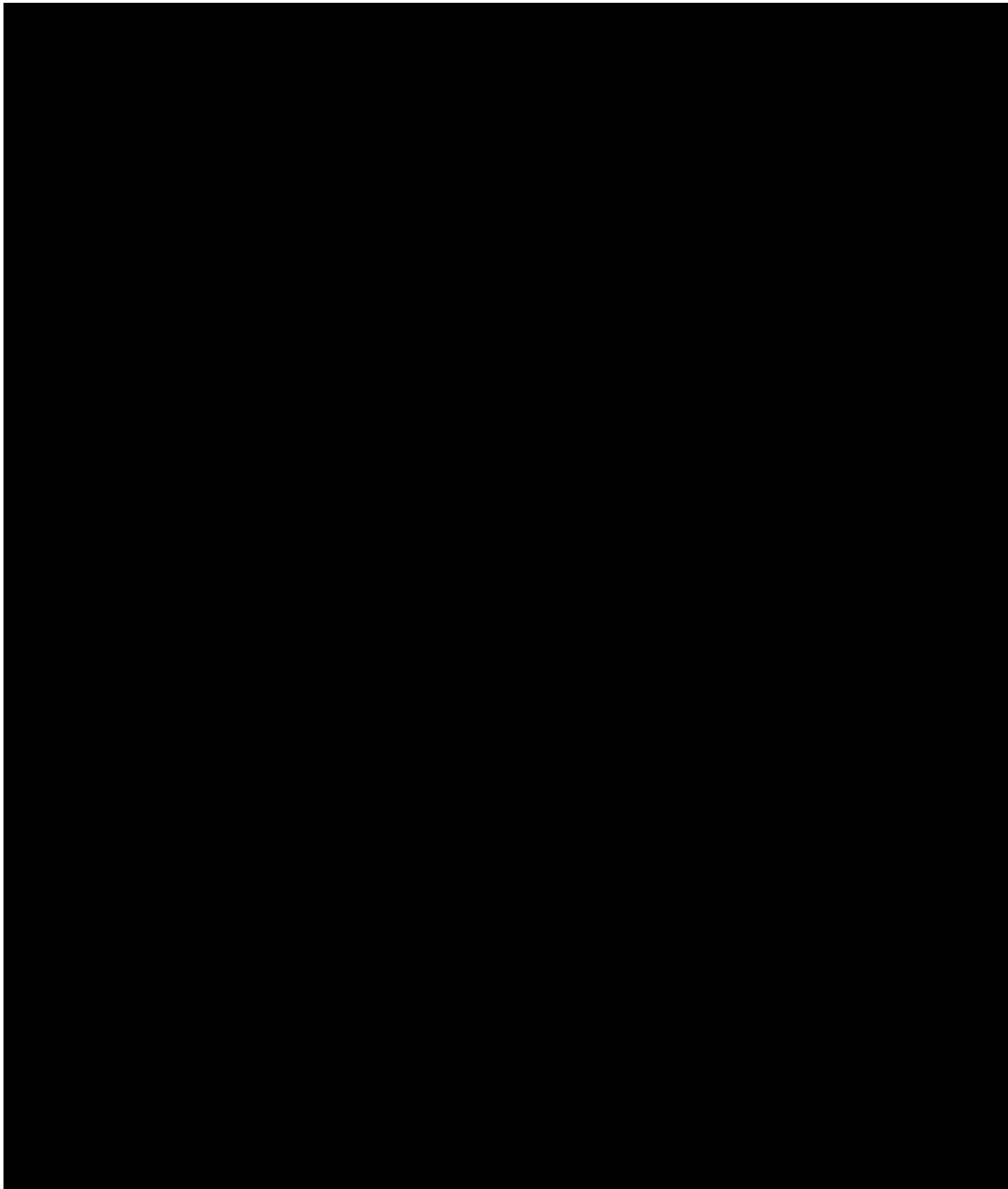




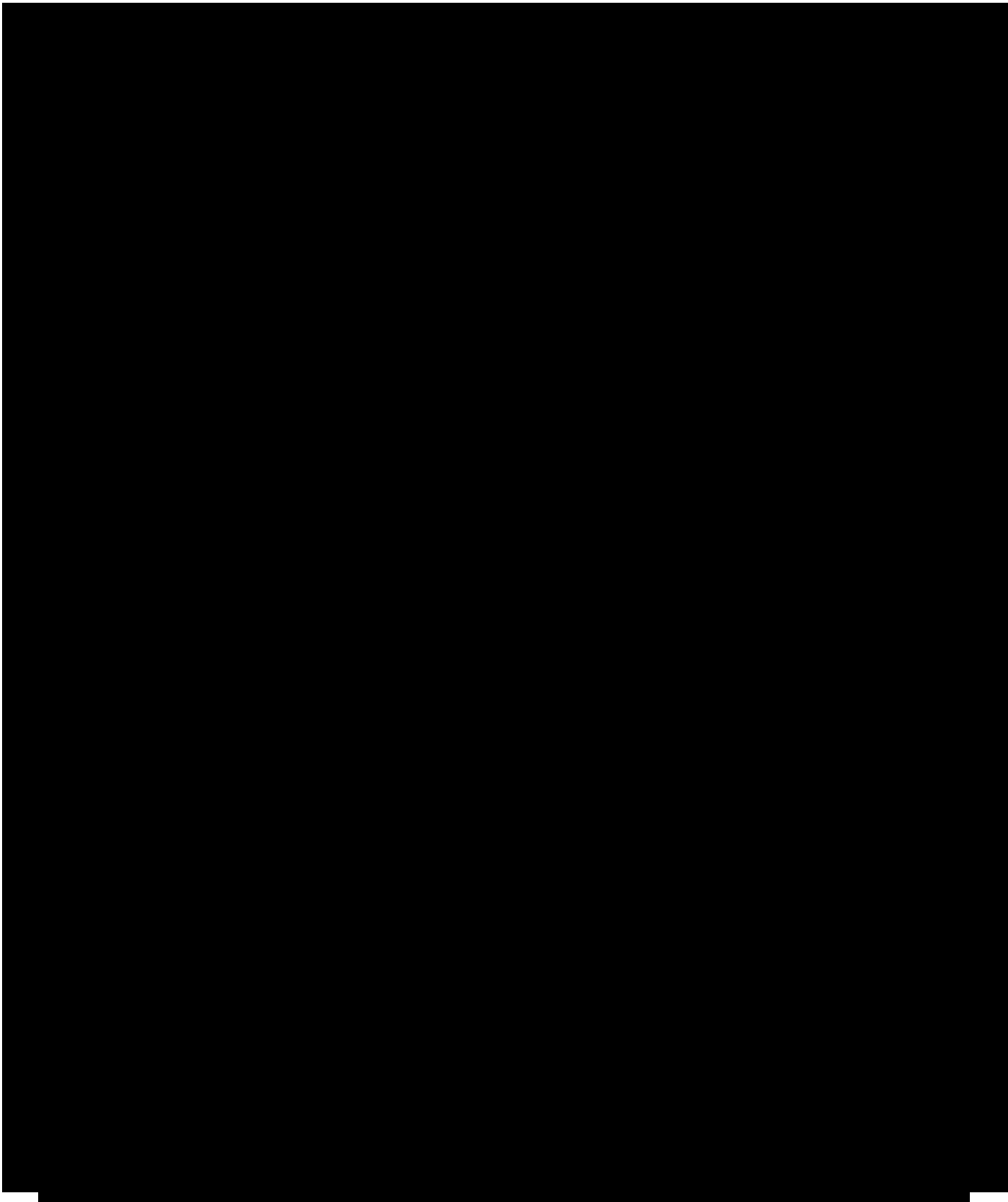


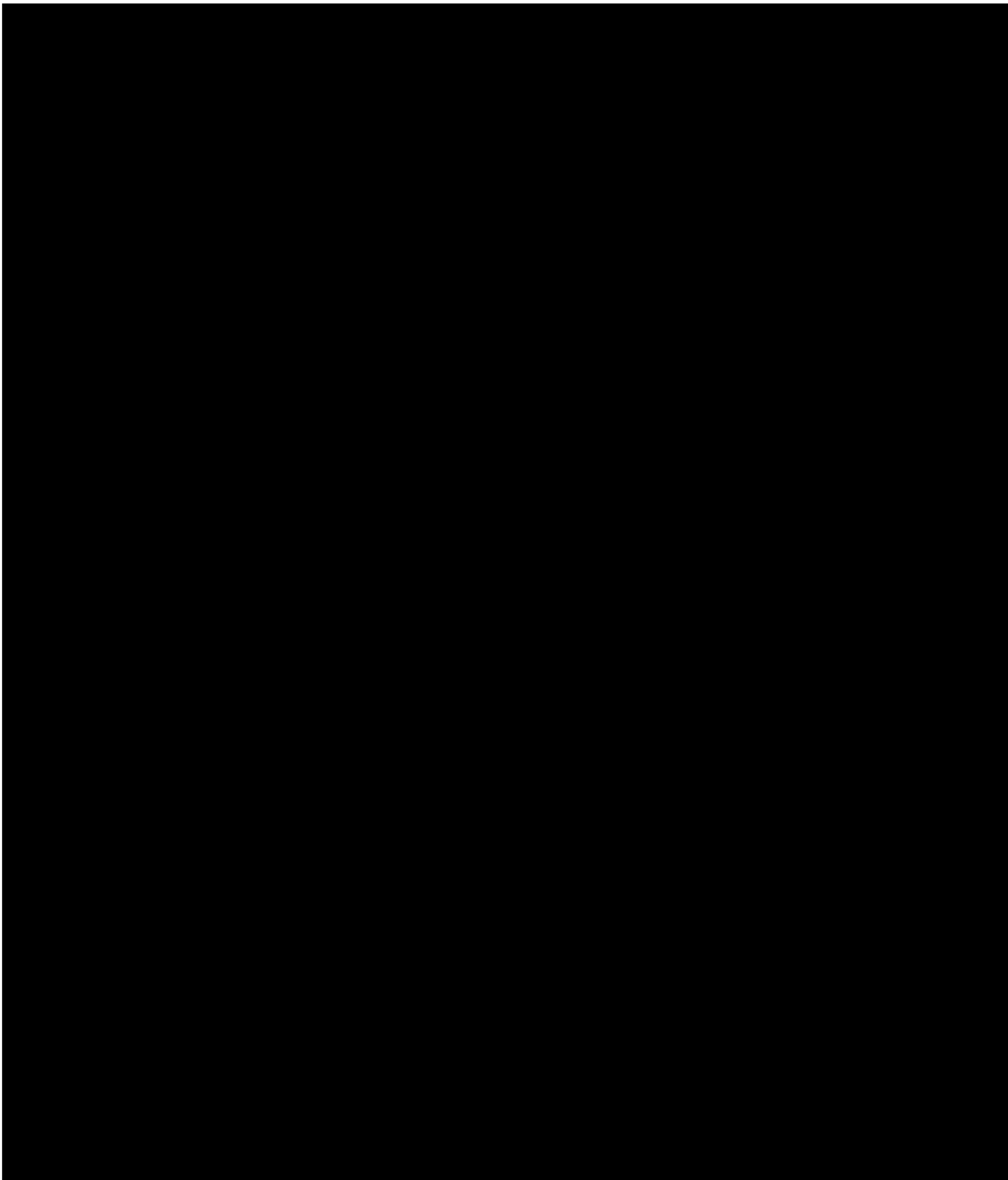
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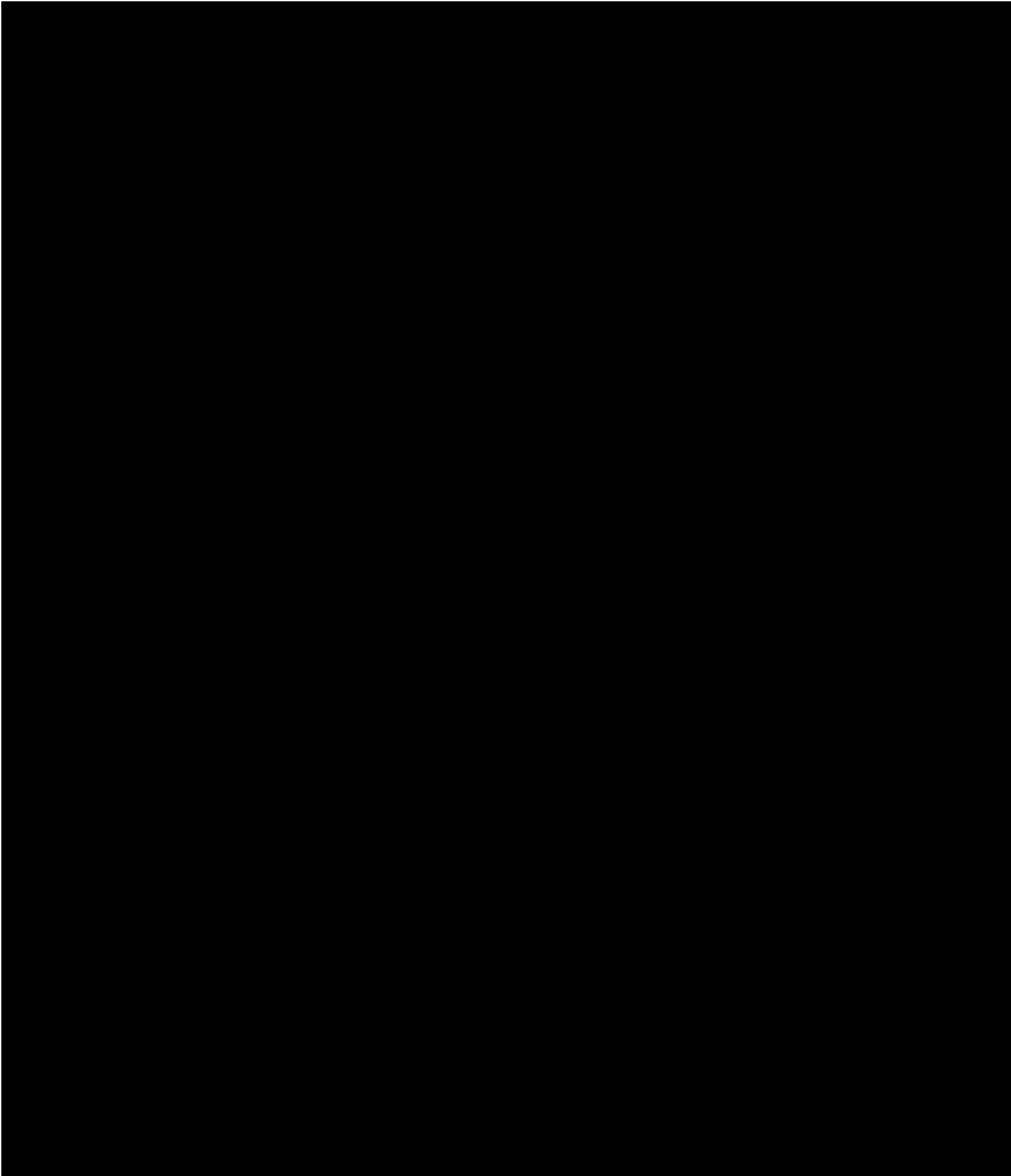


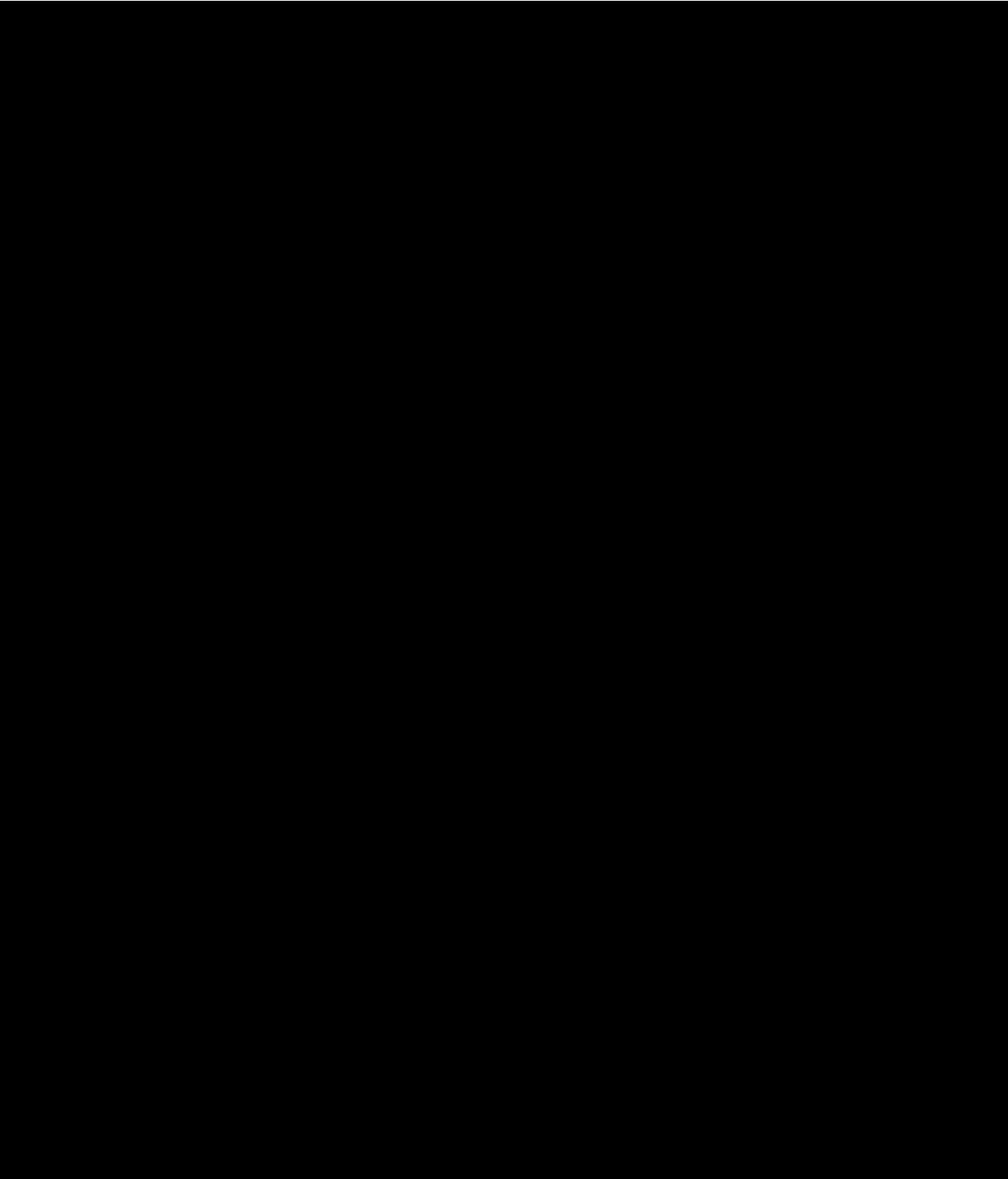


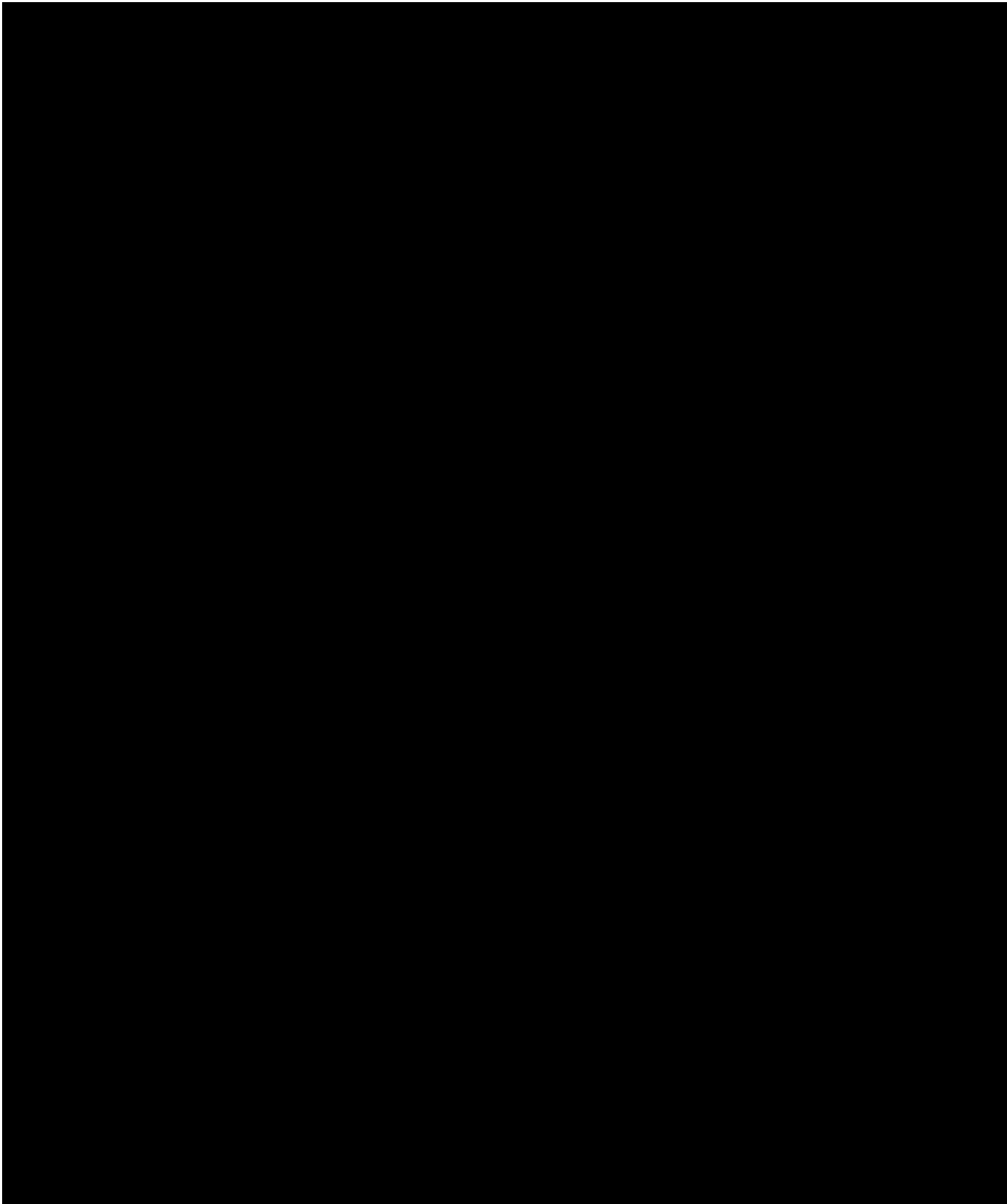
Attorney Work Product Prepared at Request of Counsel - Potential Strategies For Assessment and Consideration. Confidential and proprietary materials for authorized Verizon personnel and outside agencies only. Use, disclosure or distribution of this material is not permitted to any unauthorized persons or third parties except by written agreement.

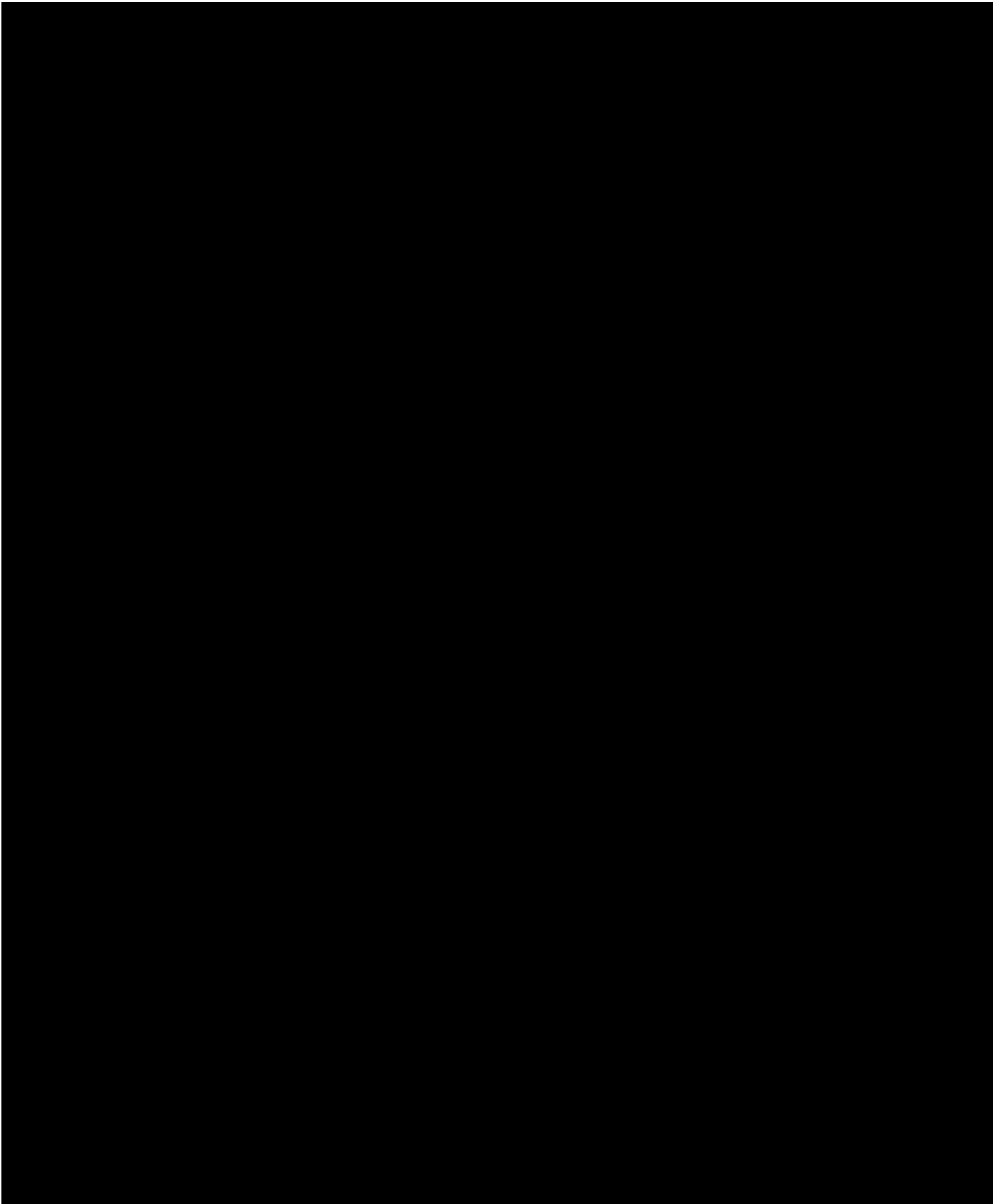




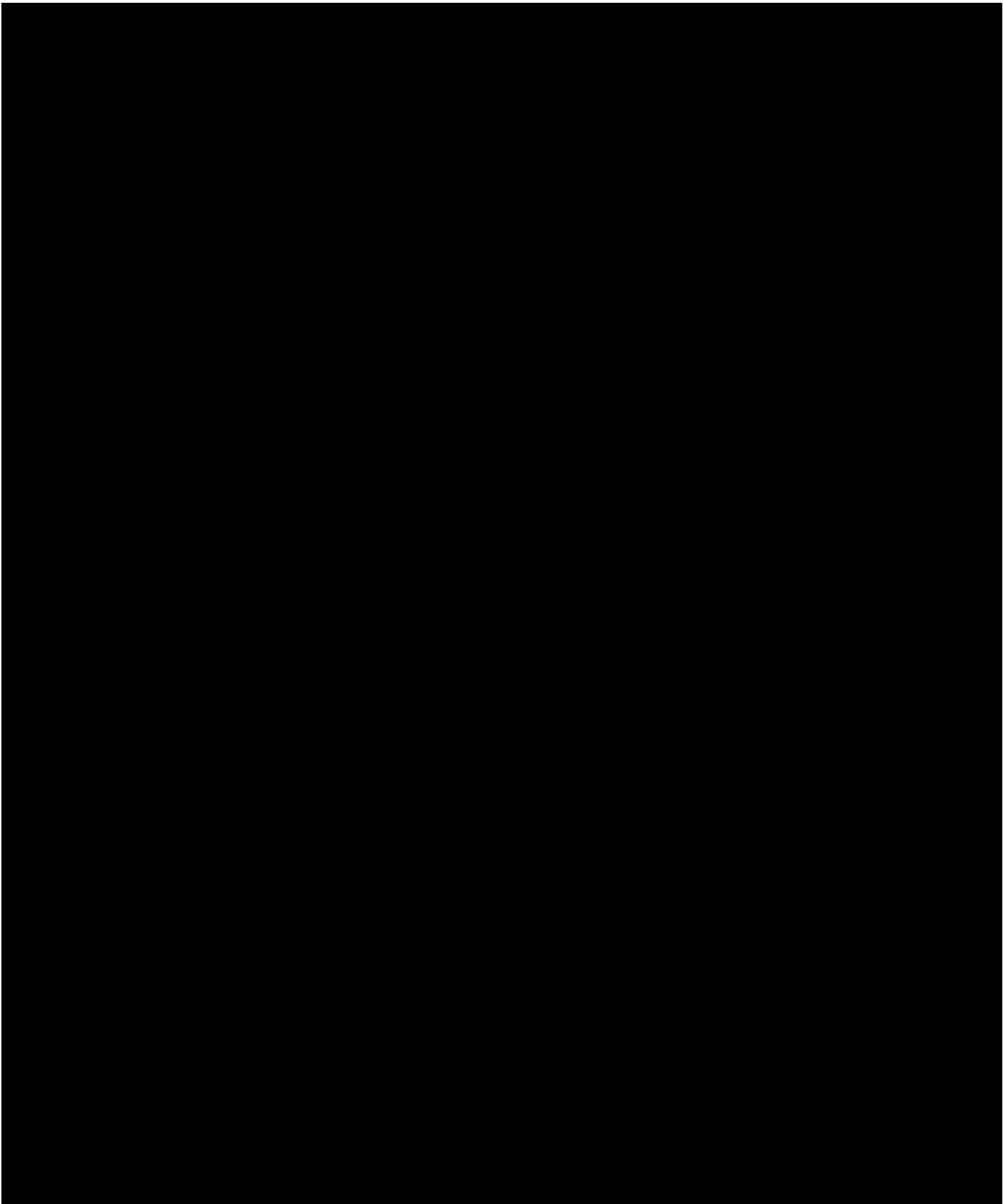




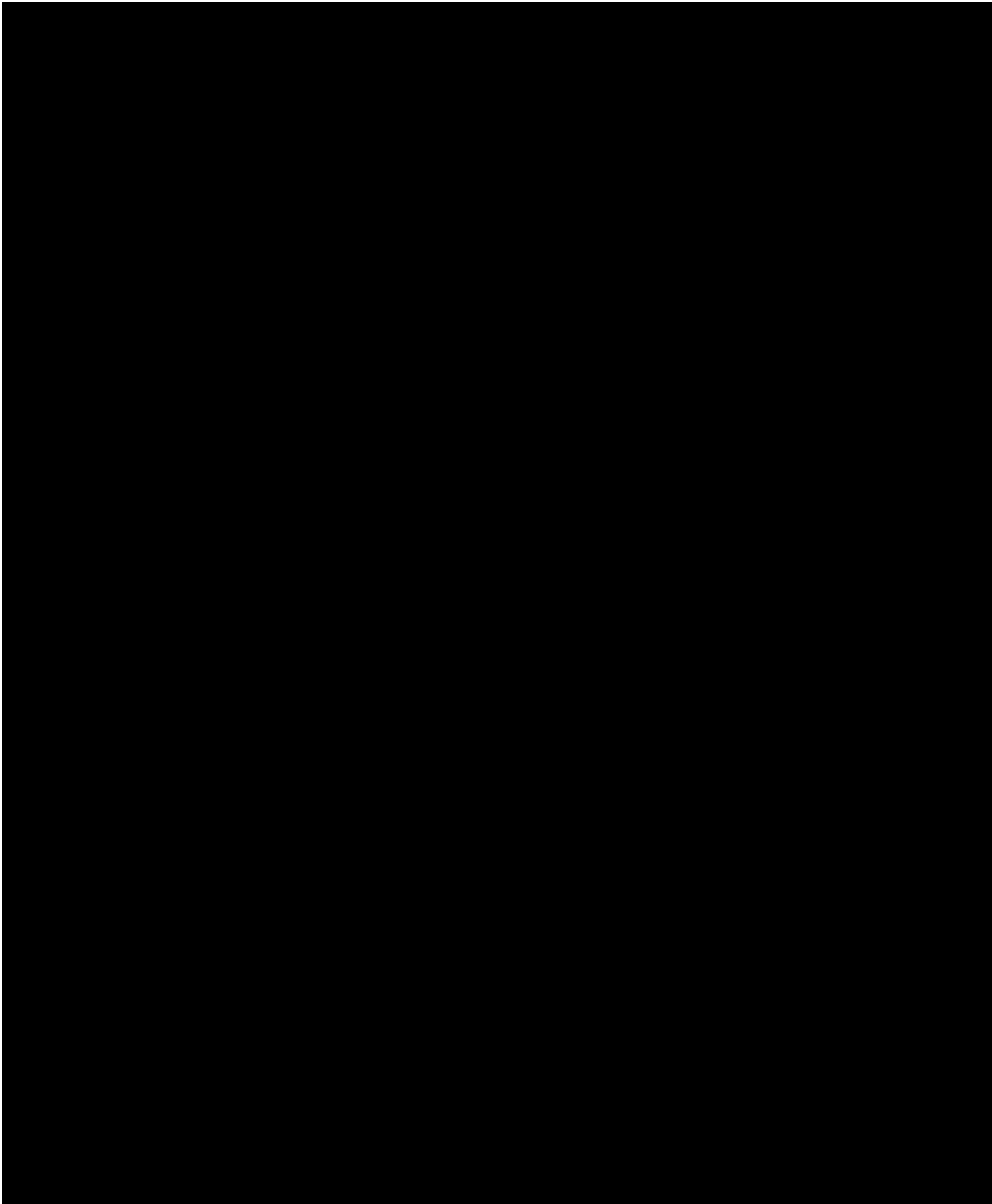


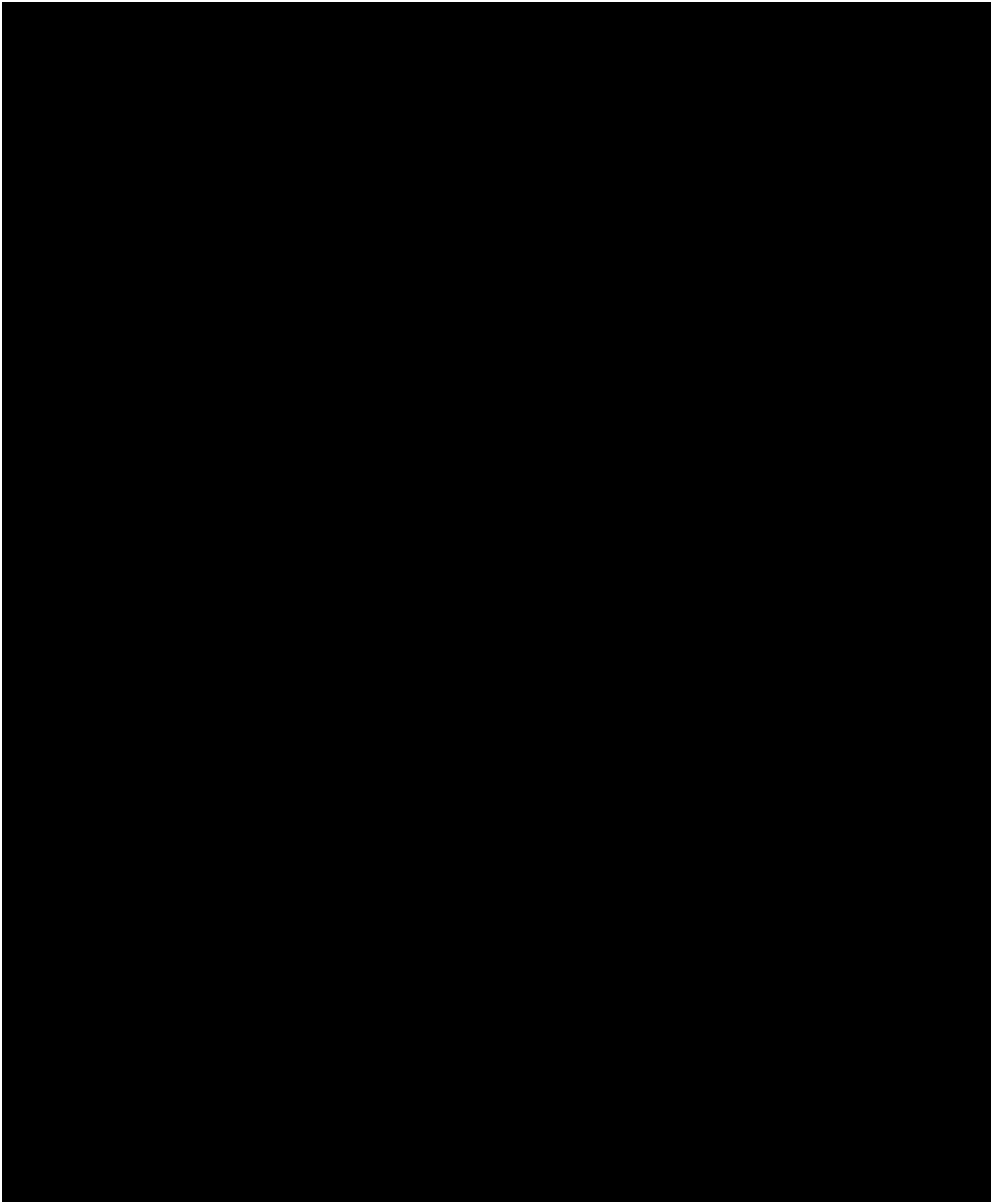


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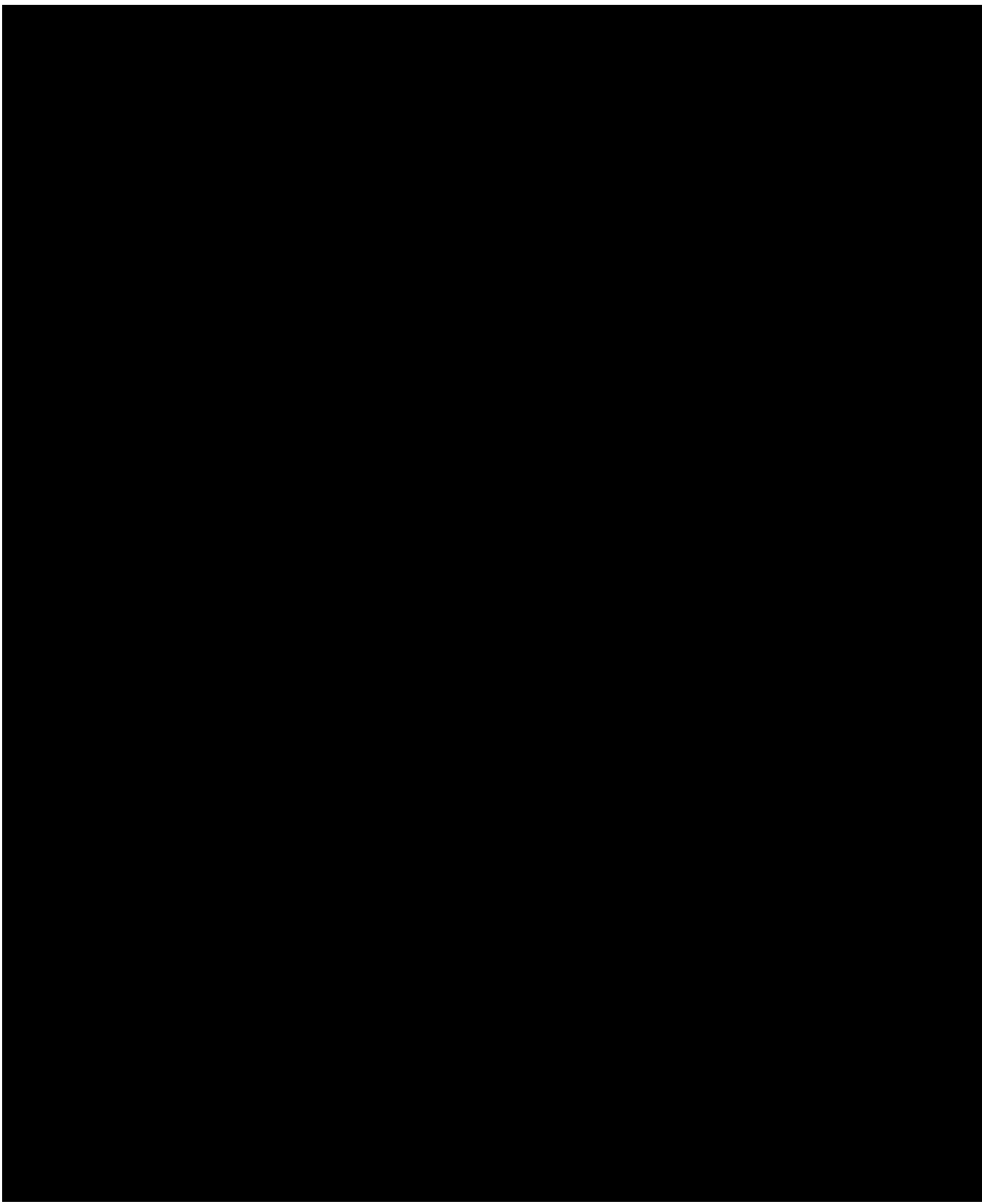


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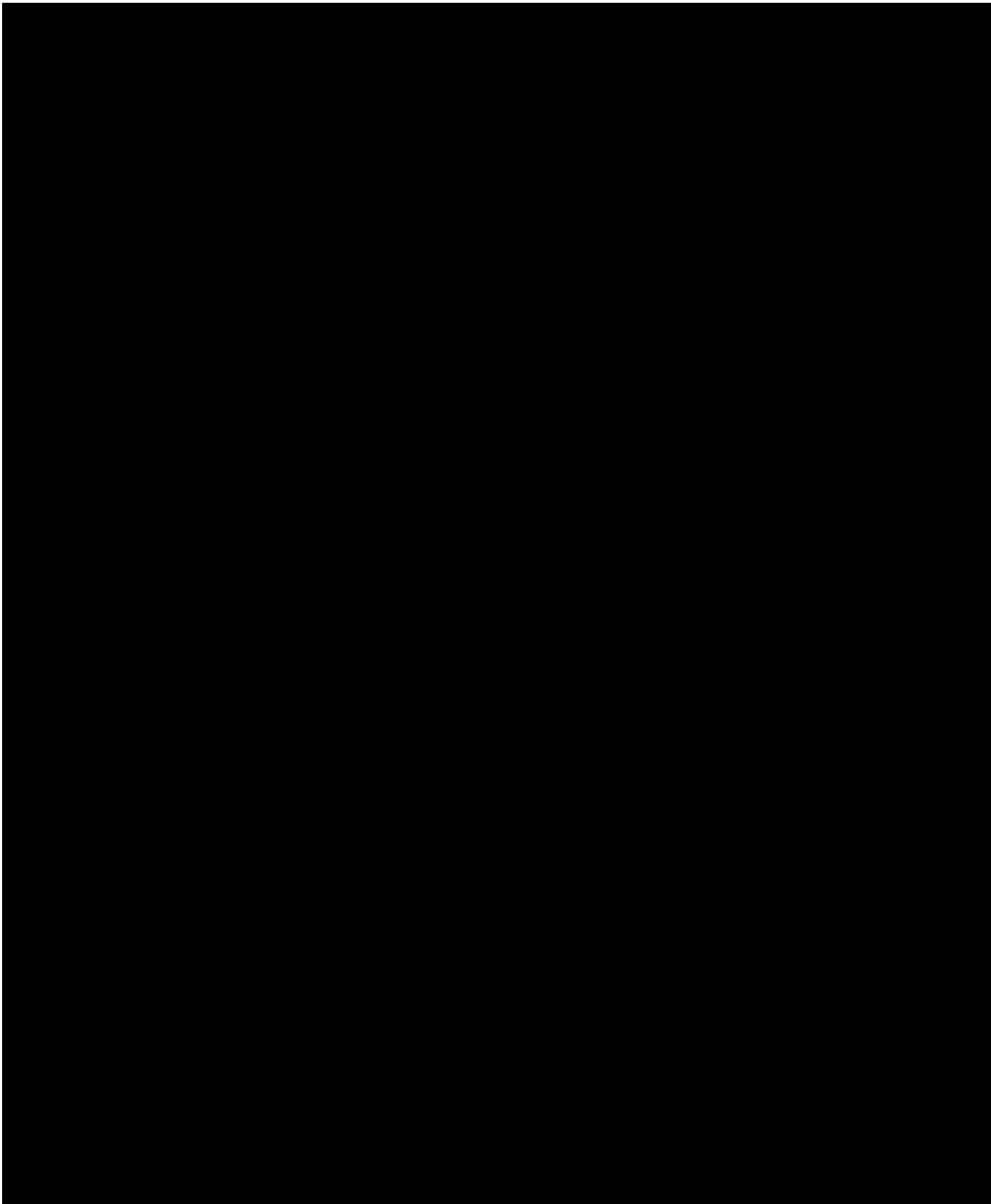




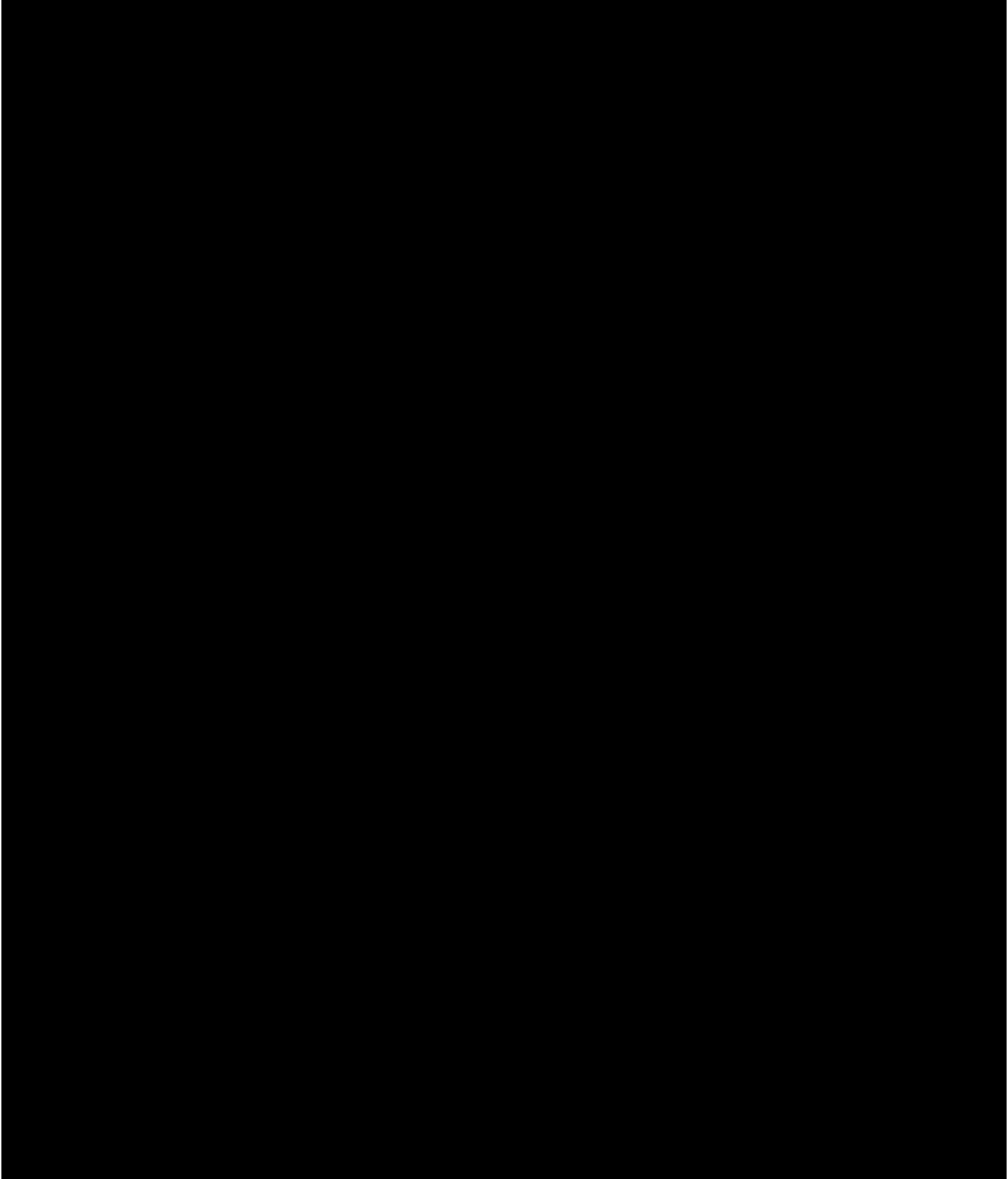
Attorney Work Product Prepared at Request of Counsel - Potential Strategies For Assessment and Consideration. Confidential and proprietary materials for authorized Verizon personnel and outside agencies only. Use, disclosure or distribution of this material is not permitted to any unauthorized persons or third parties except by written agreement.

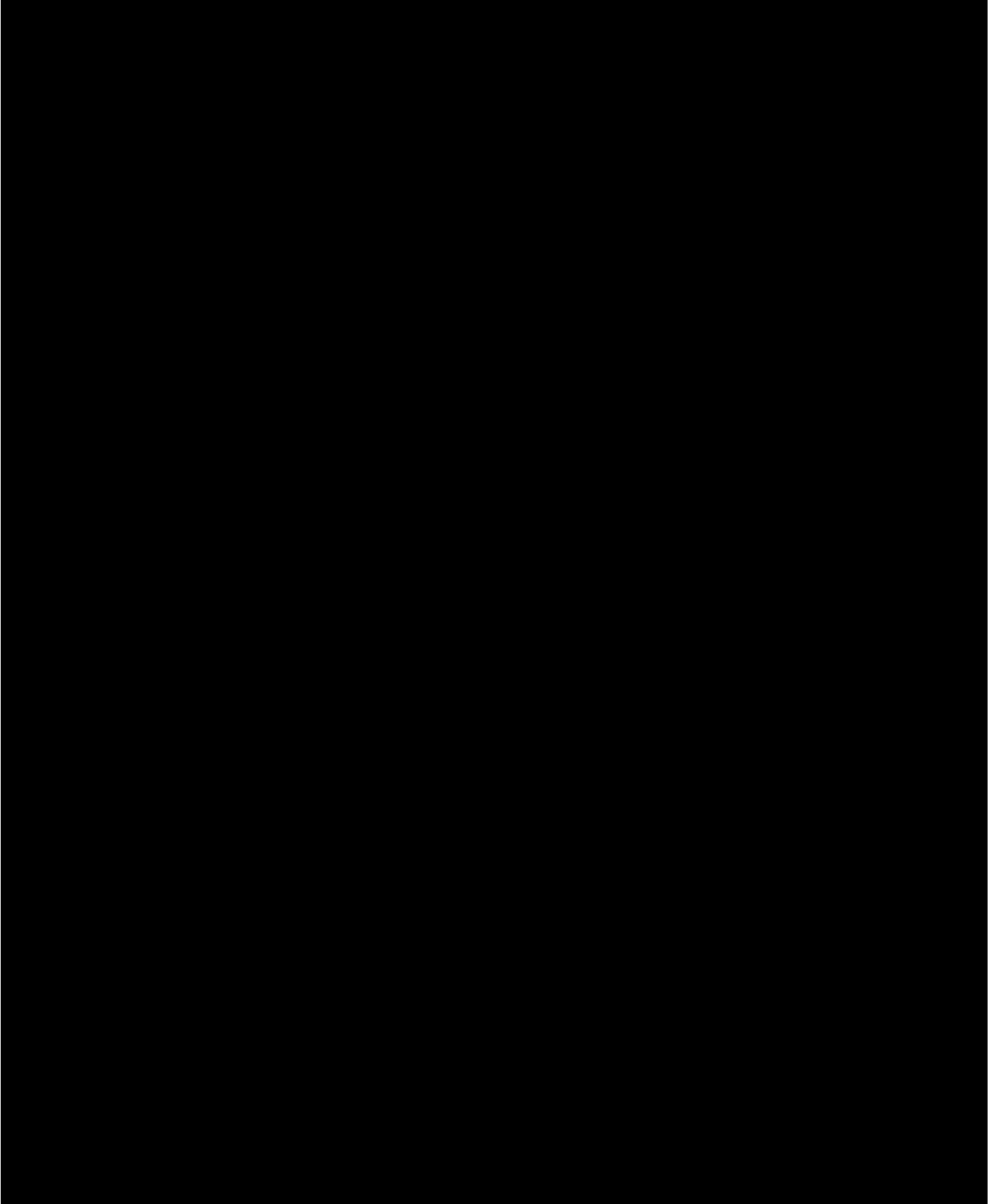


Attorney Work Product Prepared at Request of Counsel - Potential Strategies For Assessment and Consideration. Confidential and proprietary materials for authorized Verizon personnel and outside agencies only. Use, disclosure or distribution of this material is not permitted to any unauthorized persons or third parties except by written agreement.

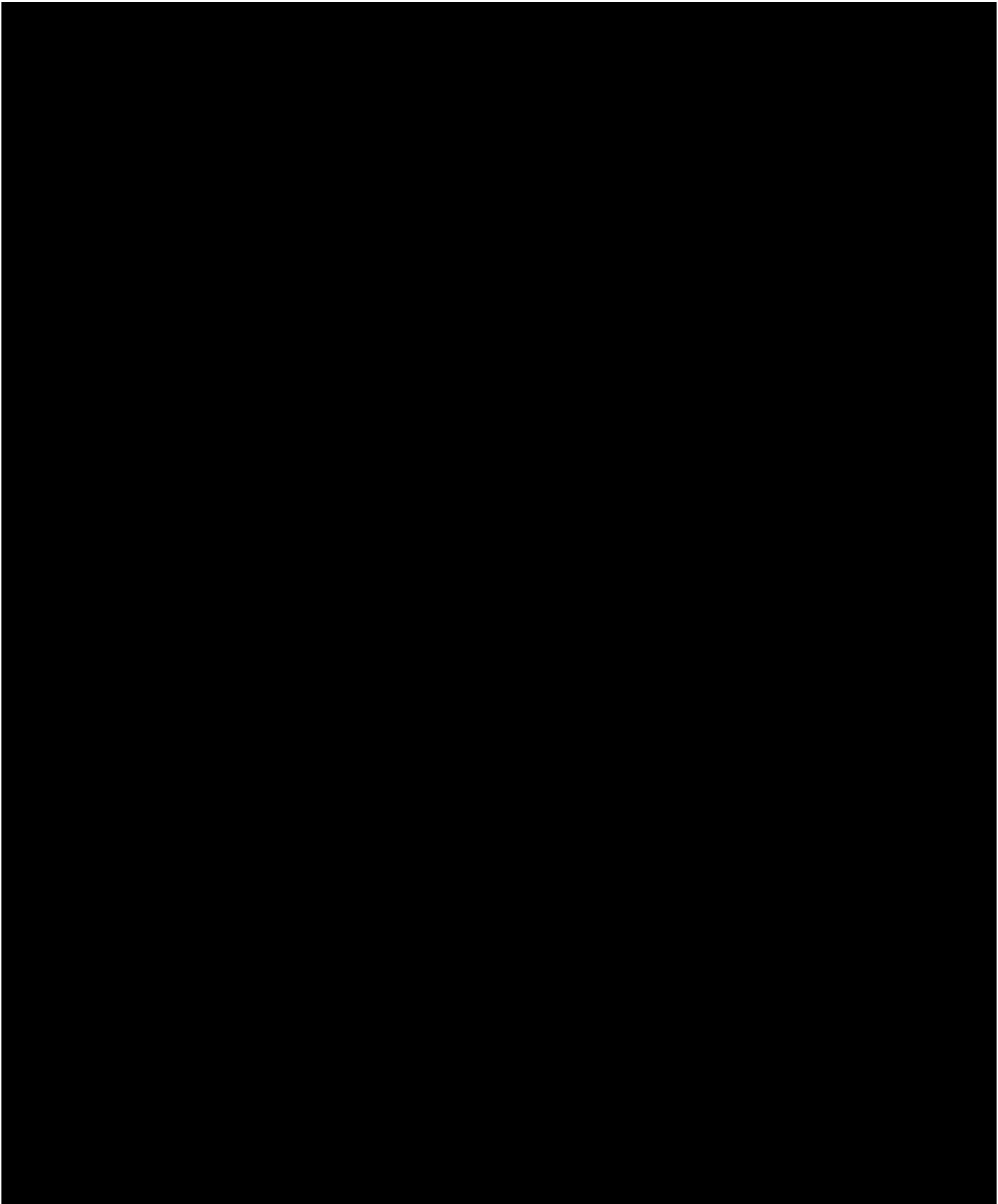


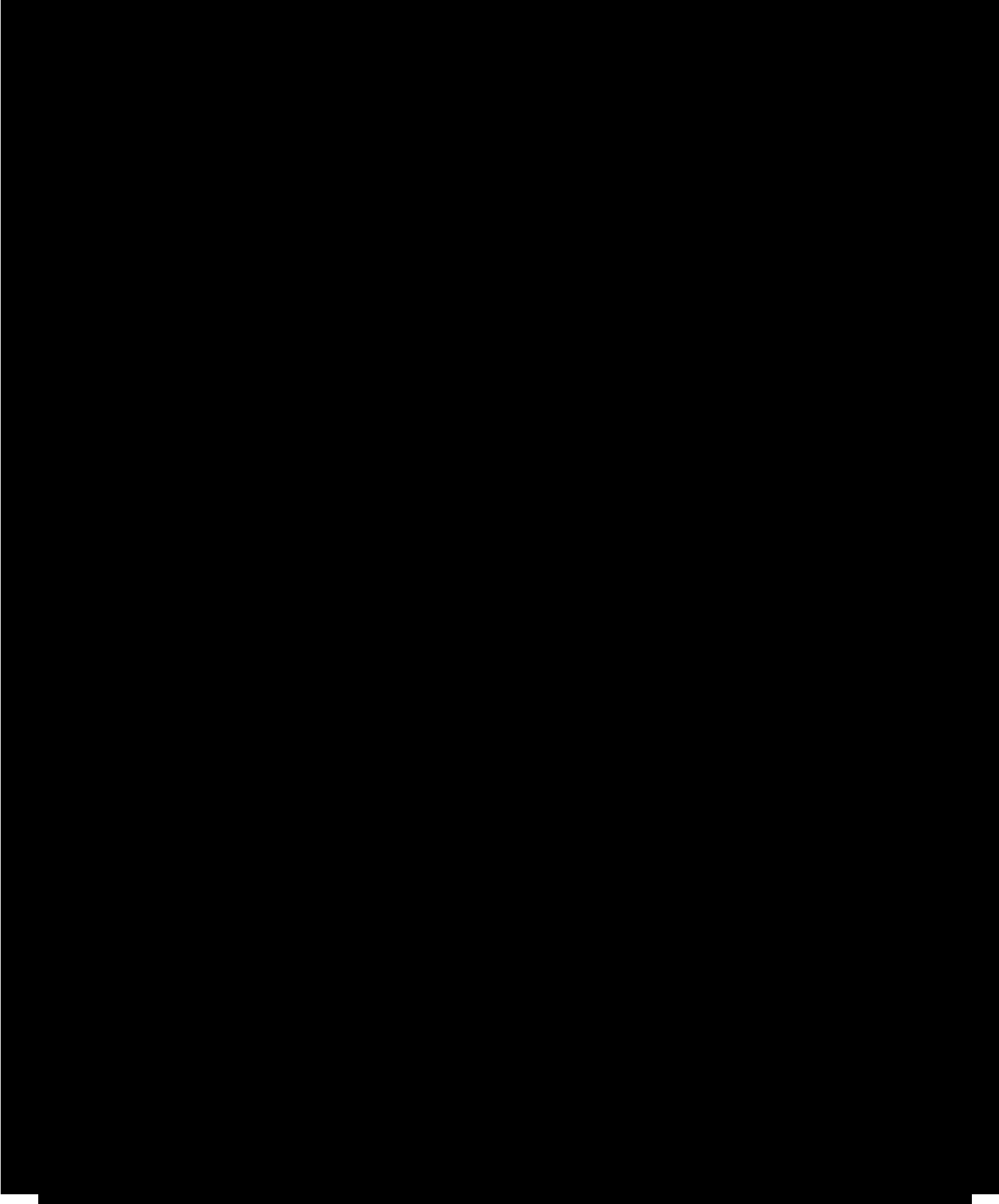
Attorney Work Product Prepared at Request of Counsel - Potential Strategies For Assessment and Consideration. Confidential and proprietary materials for authorized Verizon personnel and outside agencies only. Use, disclosure or distribution of this material is not permitted to any unauthorized persons or third parties except by written agreement.



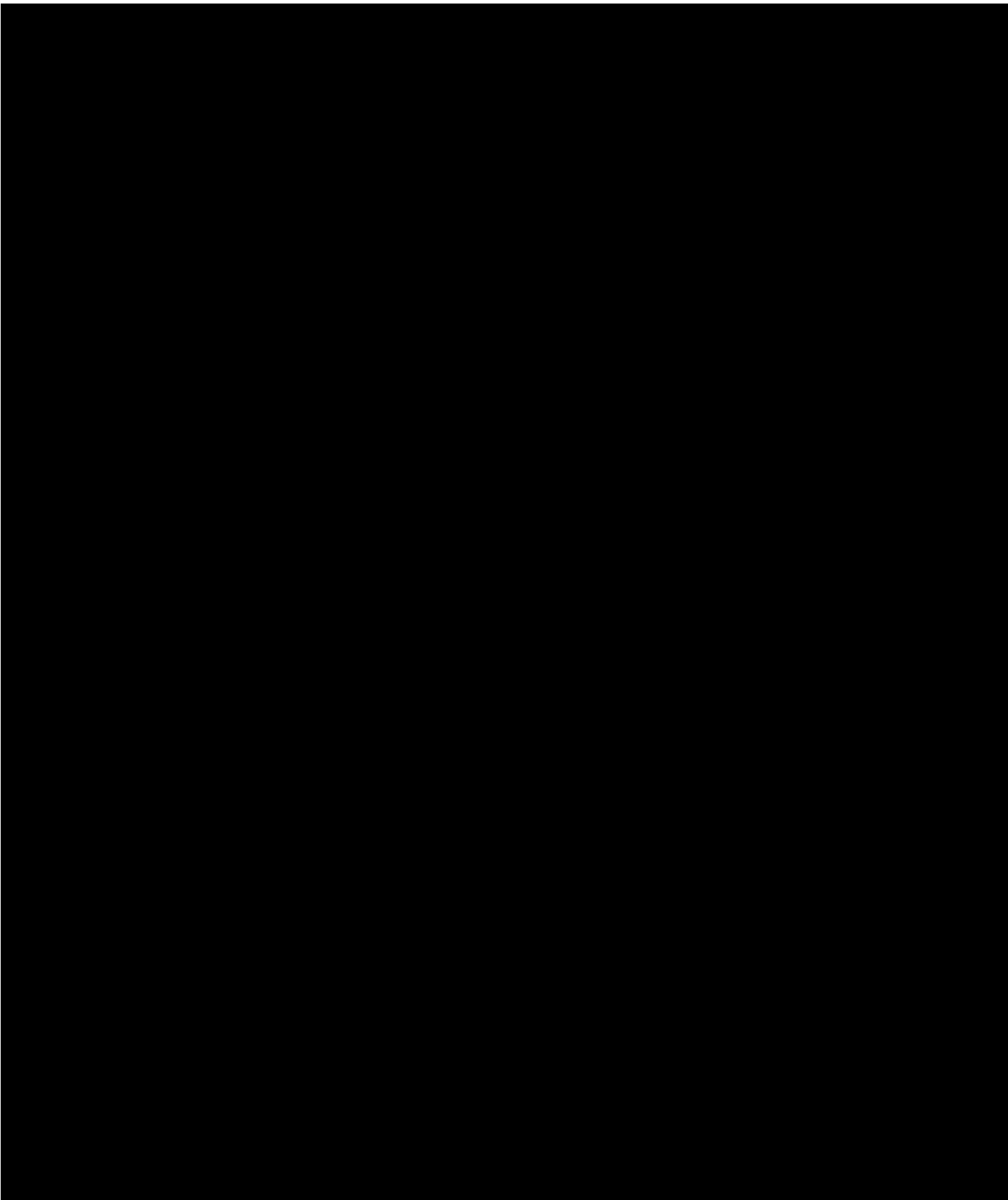


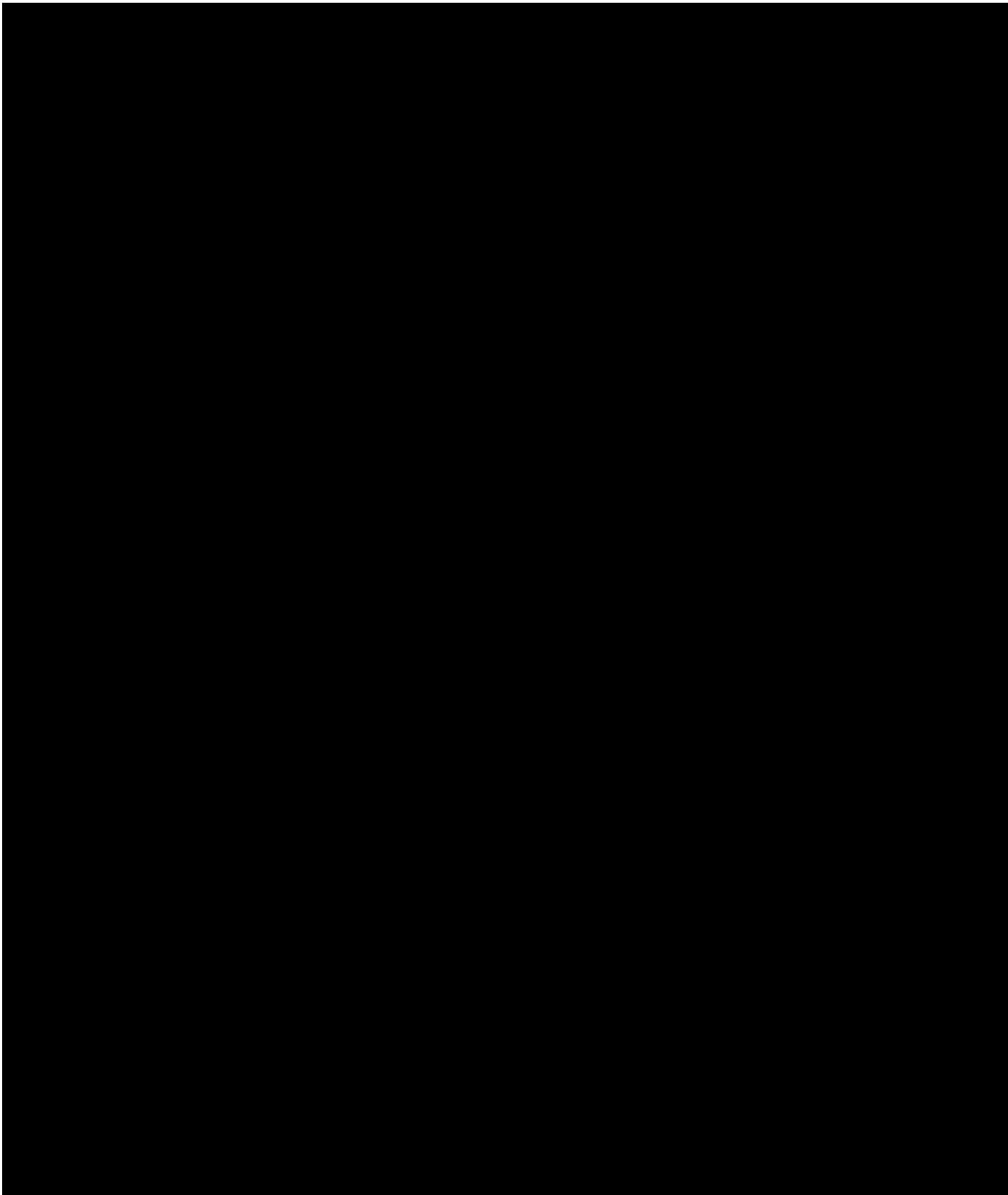
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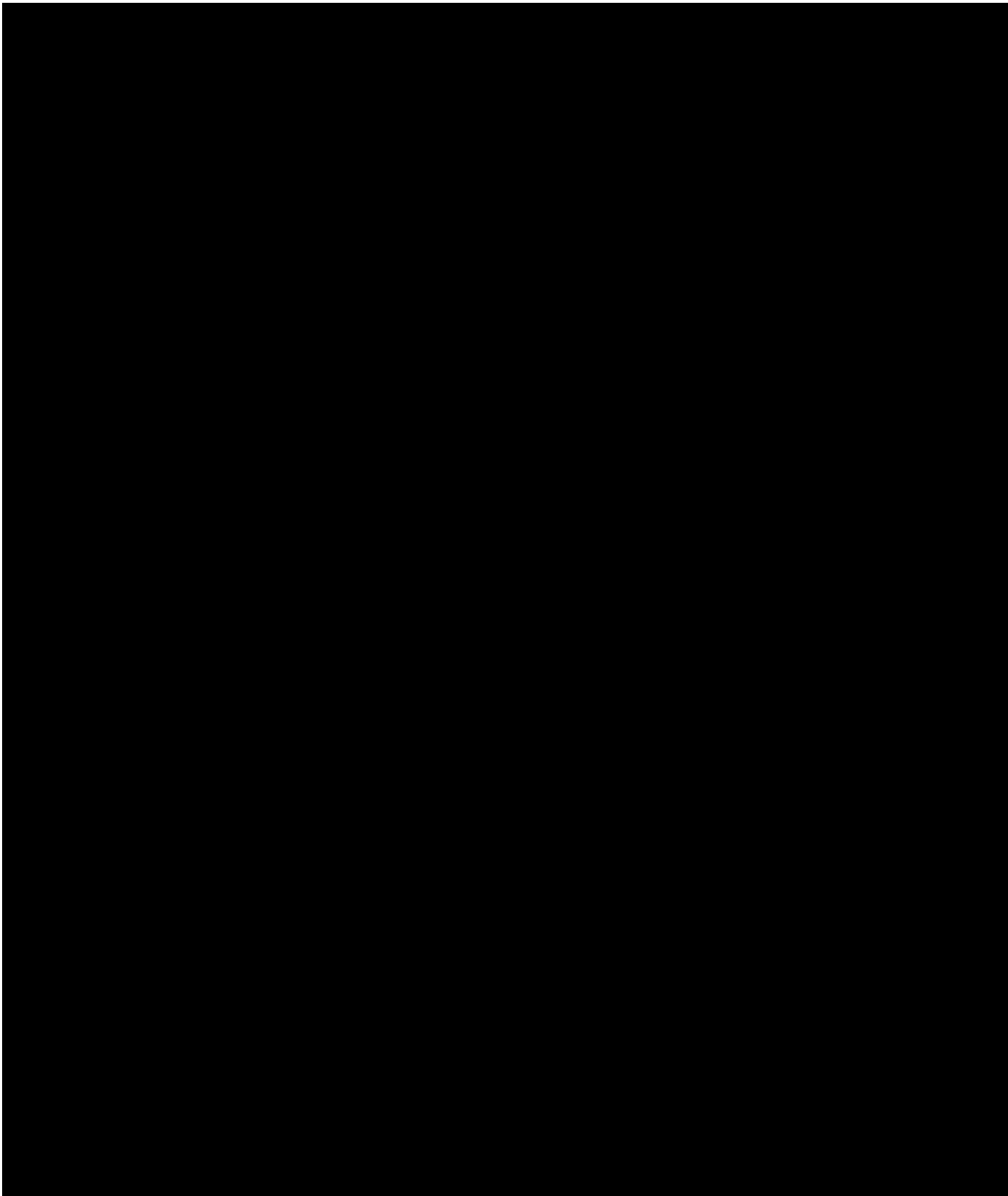


EXHIBIT IR-4[3]



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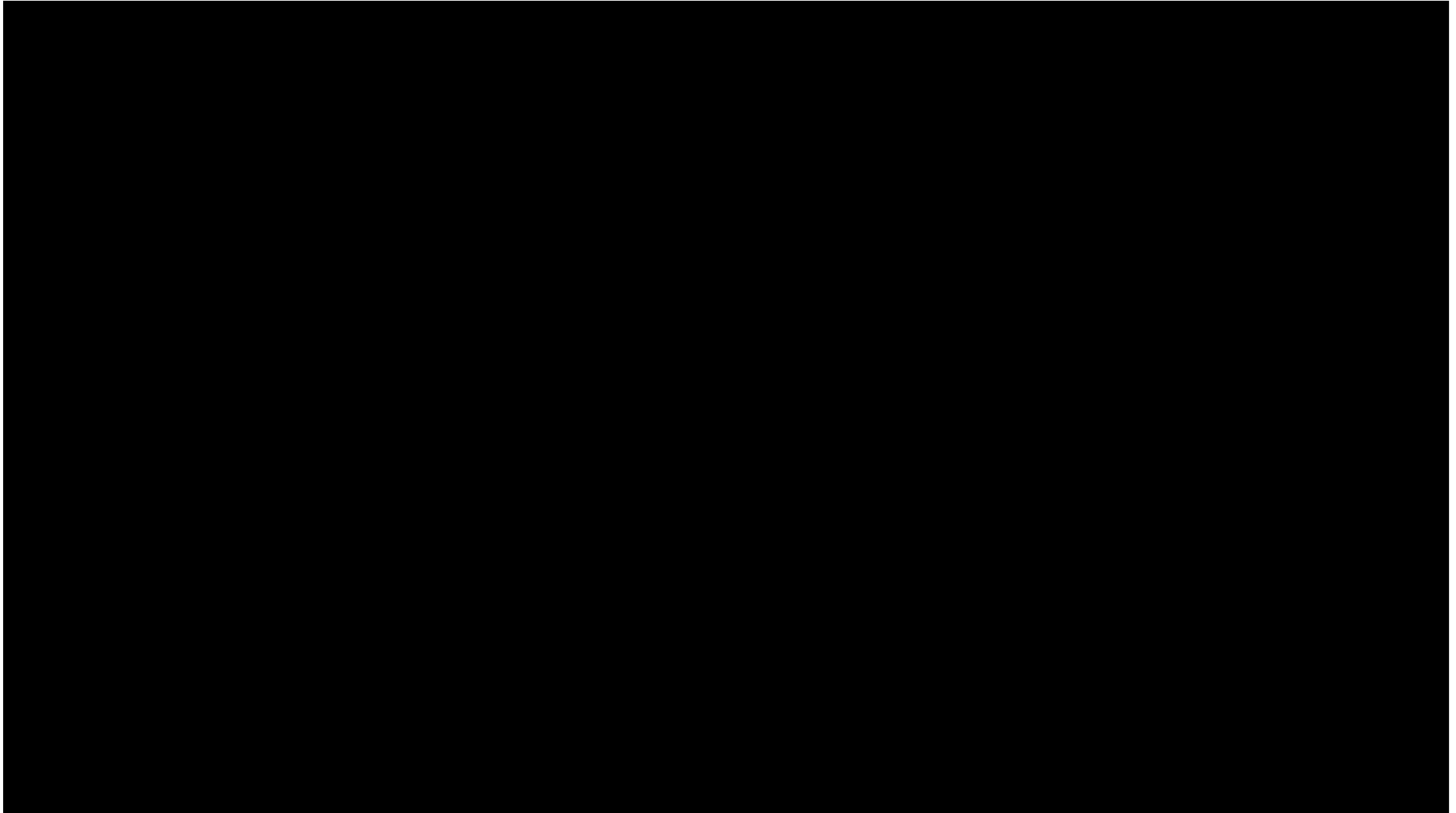
Verizon Voice Link For Customers Impacted by Storm Sandy

Verizon Voice Link for New Jersey & New York Customers Impacted by Storm Sandy

Effective 03-21-13



Customers Impacted by Storm Sandy



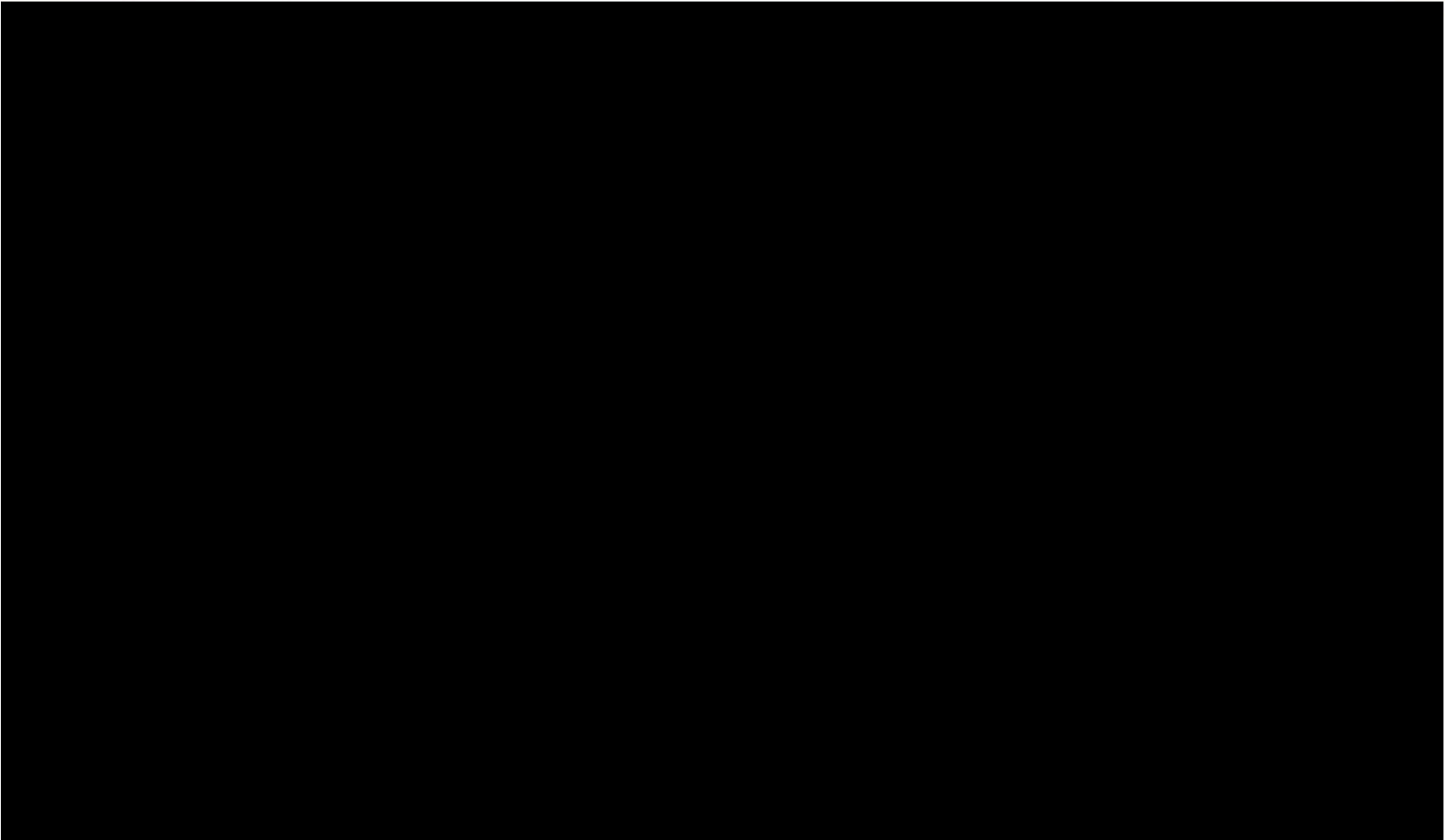
Attorney Work Product Prepared at Request of Counsel - Potential Strategies For Assessment and Consideration

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VZ Voice Link Handling in CoFEE





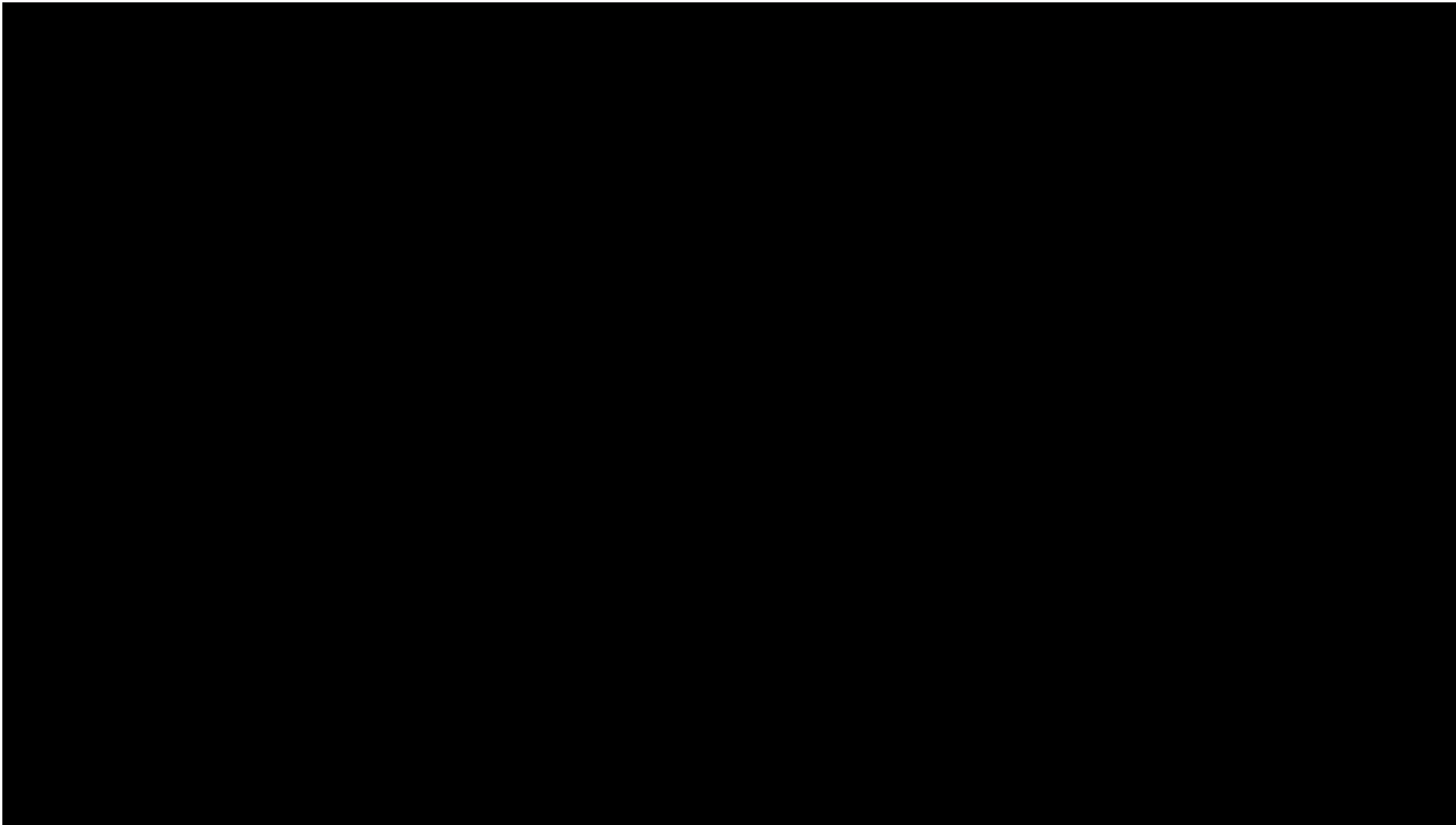
Preparing a Customers Account for a Voice Link Migration



Preparing a Customers Account for a Voice Link Migration



How to Address a Data Request?



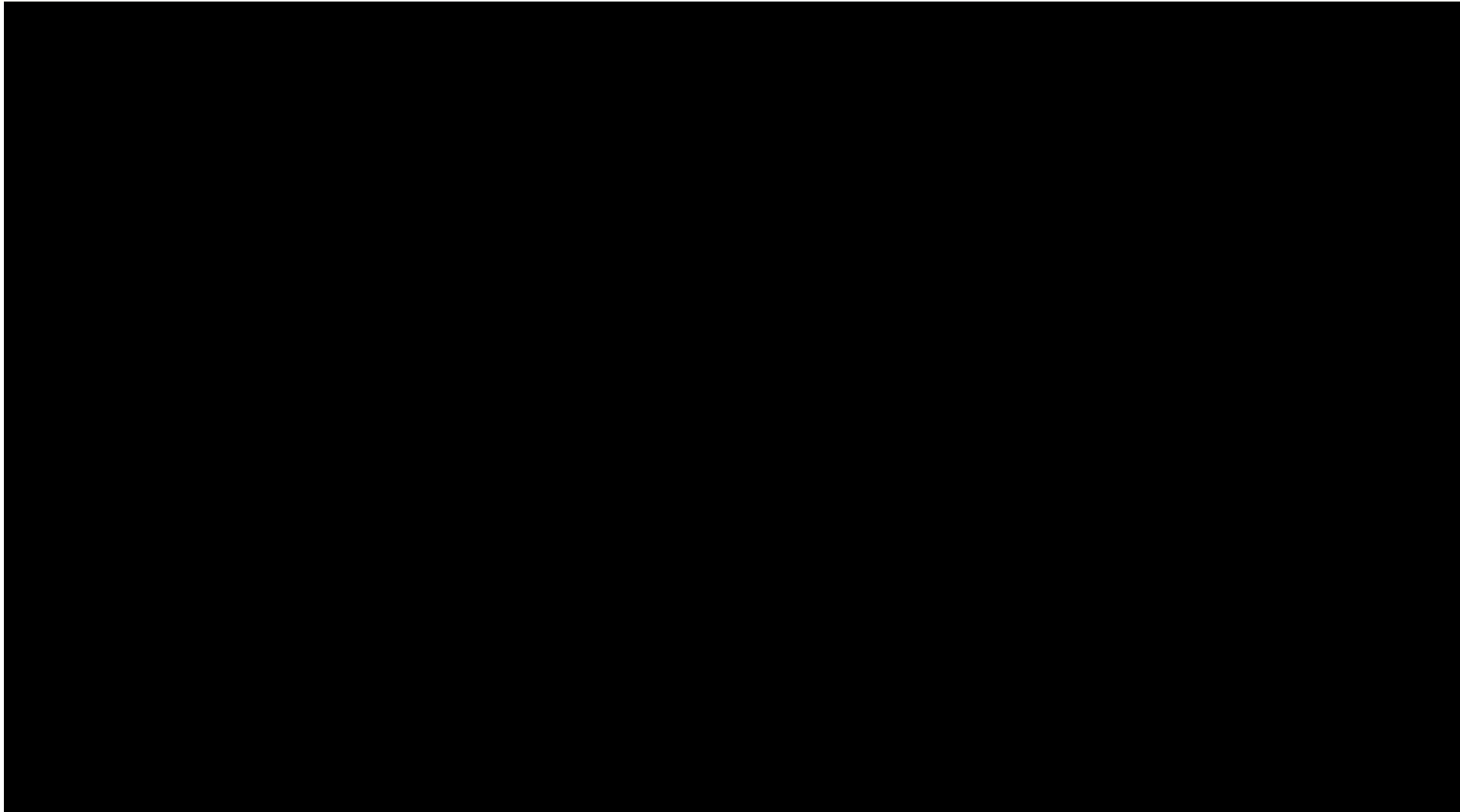
Attorney Work Product Prepared at Request of Counsel - Potential Strategies For Assessment and Consideration

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HSI Disconnect



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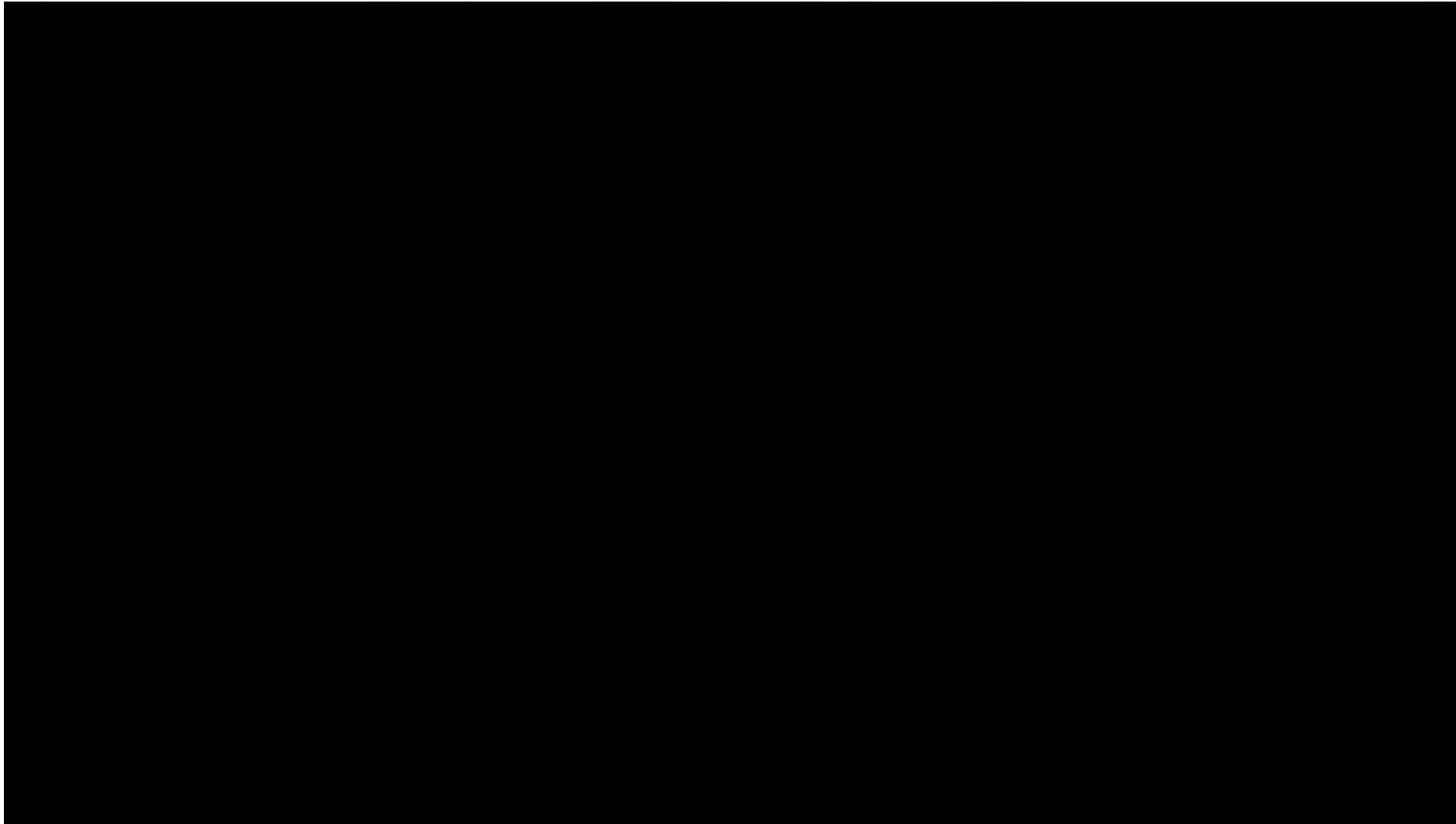


Fire Island Gift Card

Attorney Work Product Prepared at Request of Counsel - Potential Strategies For Assessment and Consideration

Confidential and proprietary materials for authorized Verizon personnel and outside agencies only.

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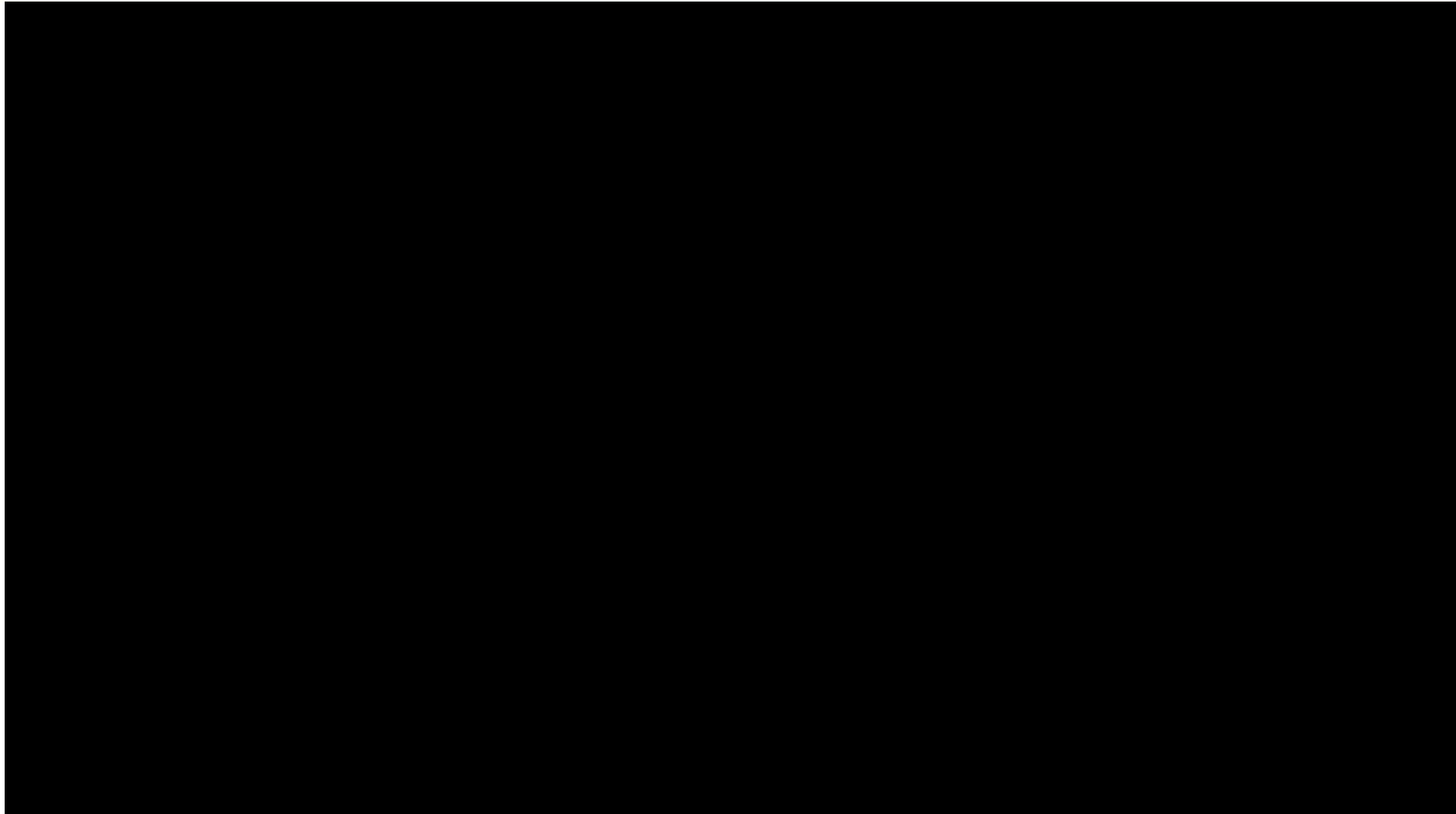
Attorney Work Product Prepared at Request of Counsel - Potential Strategies For Assessment and Consideration

Confidential and proprietary materials for authorized Verizon personnel and outside agencies only.

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VZ Voice Link Handling in CoFEE



Attorney Work Product Prepared at Request of Counsel - Potential Strategies For Assessment and Consideration

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Customers Impacted by Storm Sandy

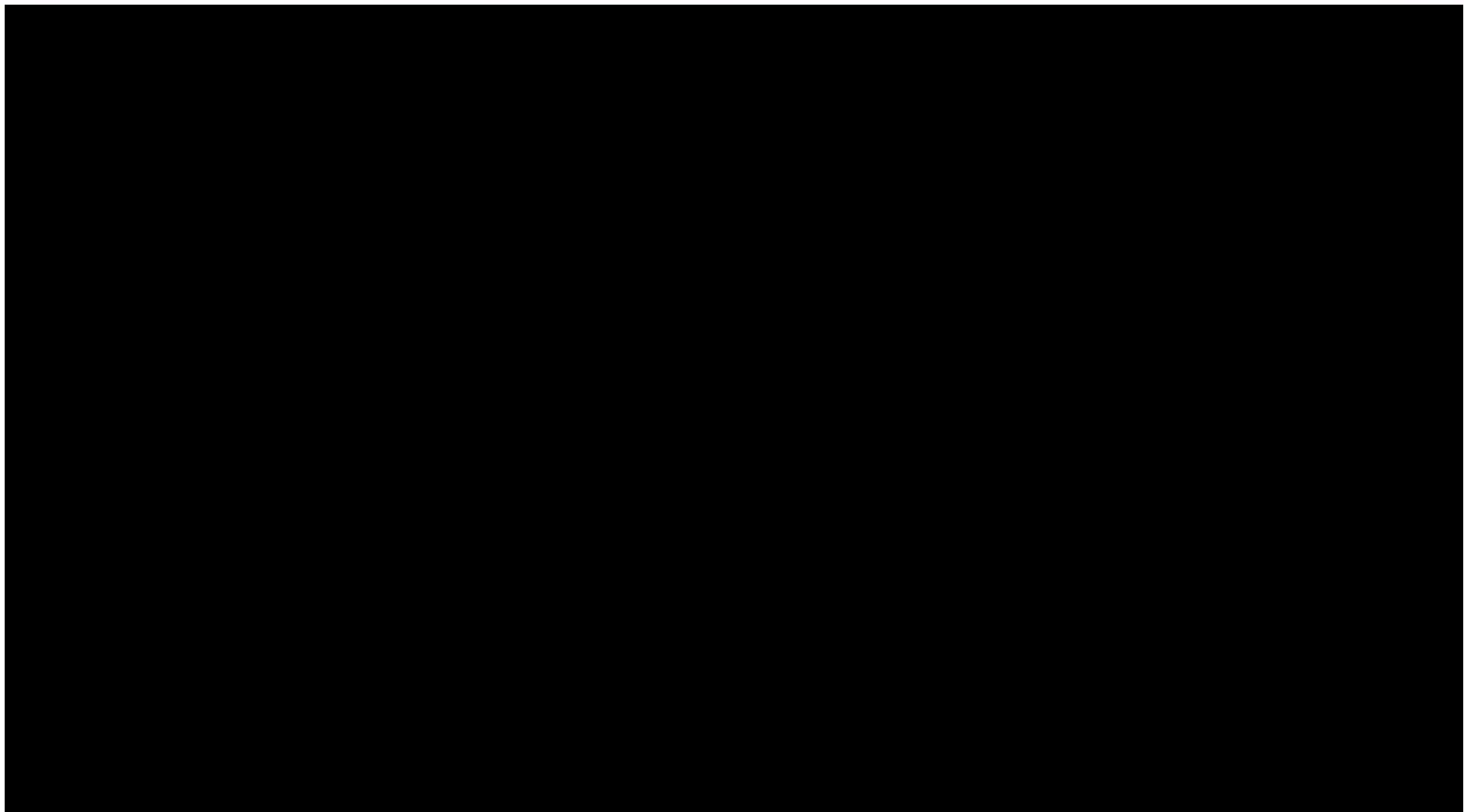
Attorney Work Product Prepared at Request of Counsel - Potential Strategies For Assessment and Consideration

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If Customer Refuses Verizon Voice Link?





Account Disconnect Process If Customer Agrees to Close Account



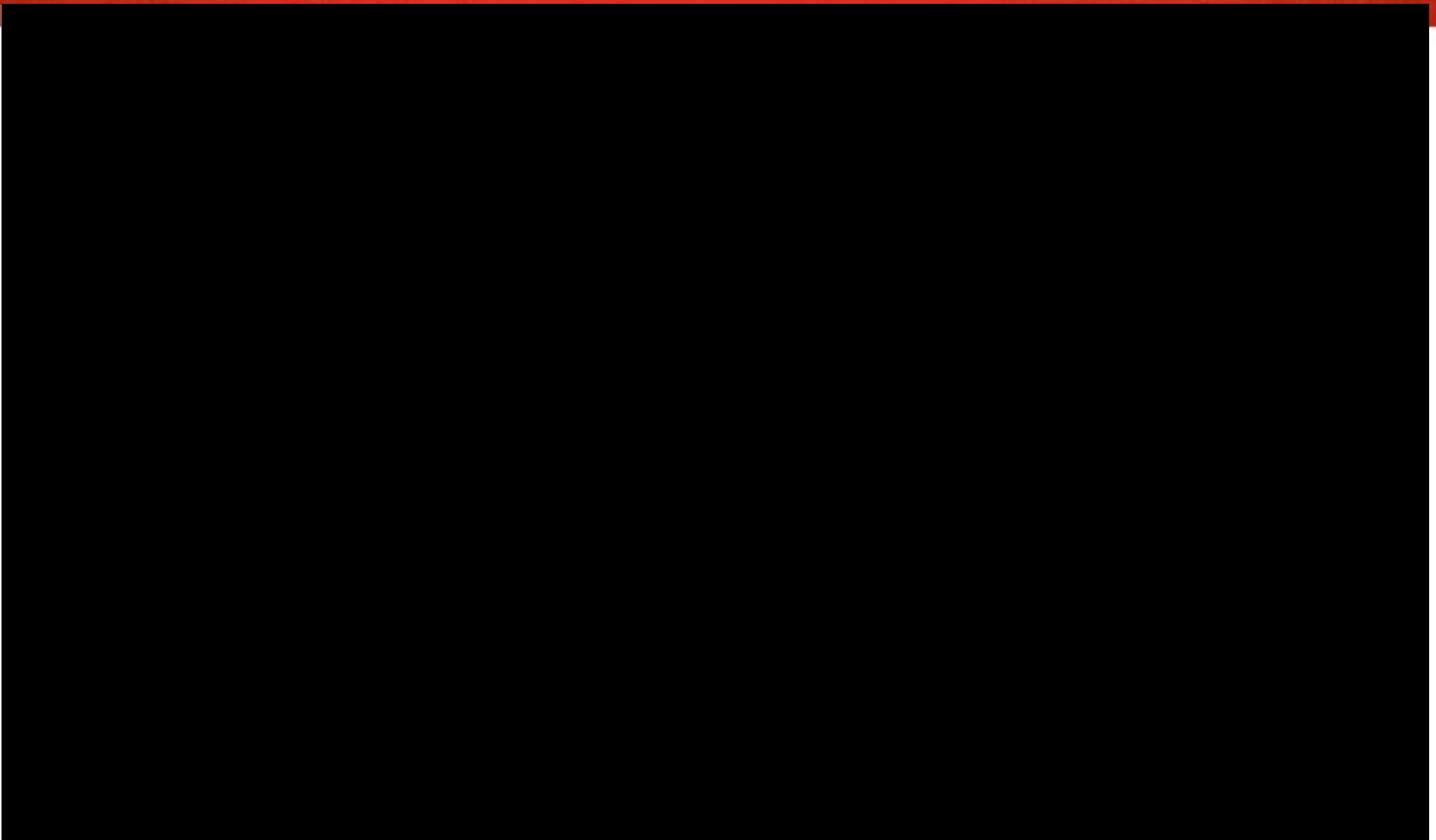
Account Disconnect Process If Customer DOES NOT Agree to Close Account



Preparing a Customers Account for a Voice Link Migration



Disconnect Letters

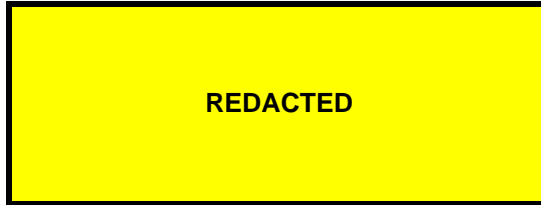


Attorney Work Product Prepared at Request of Counsel - Potential Strategies For Assessment and Consideration

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EXHIBIT IR-4[4]



REDACTED

Verizon Voice Link

Leaders Guide

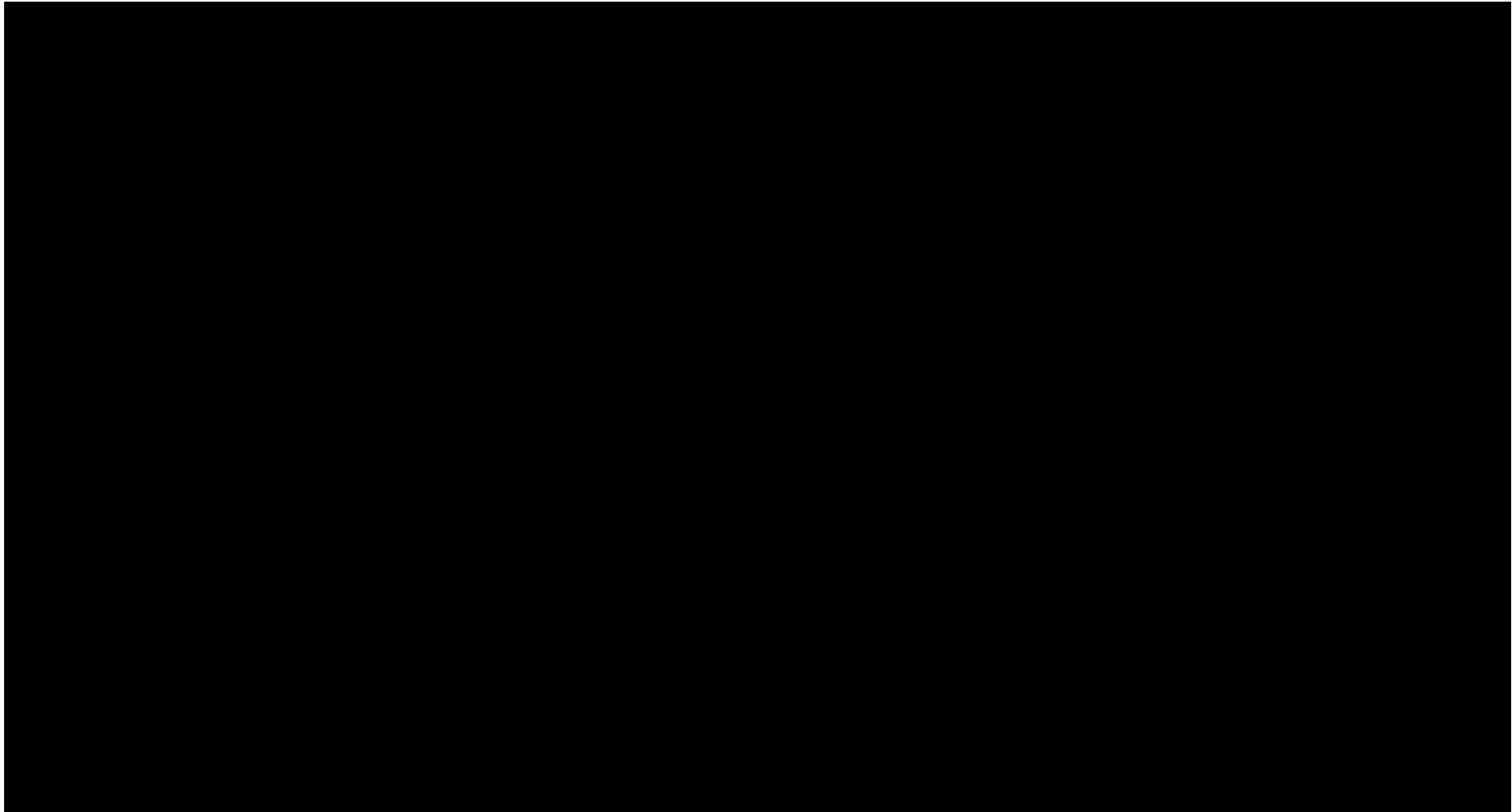


Course Code YY102262

Participant Guide pg 1

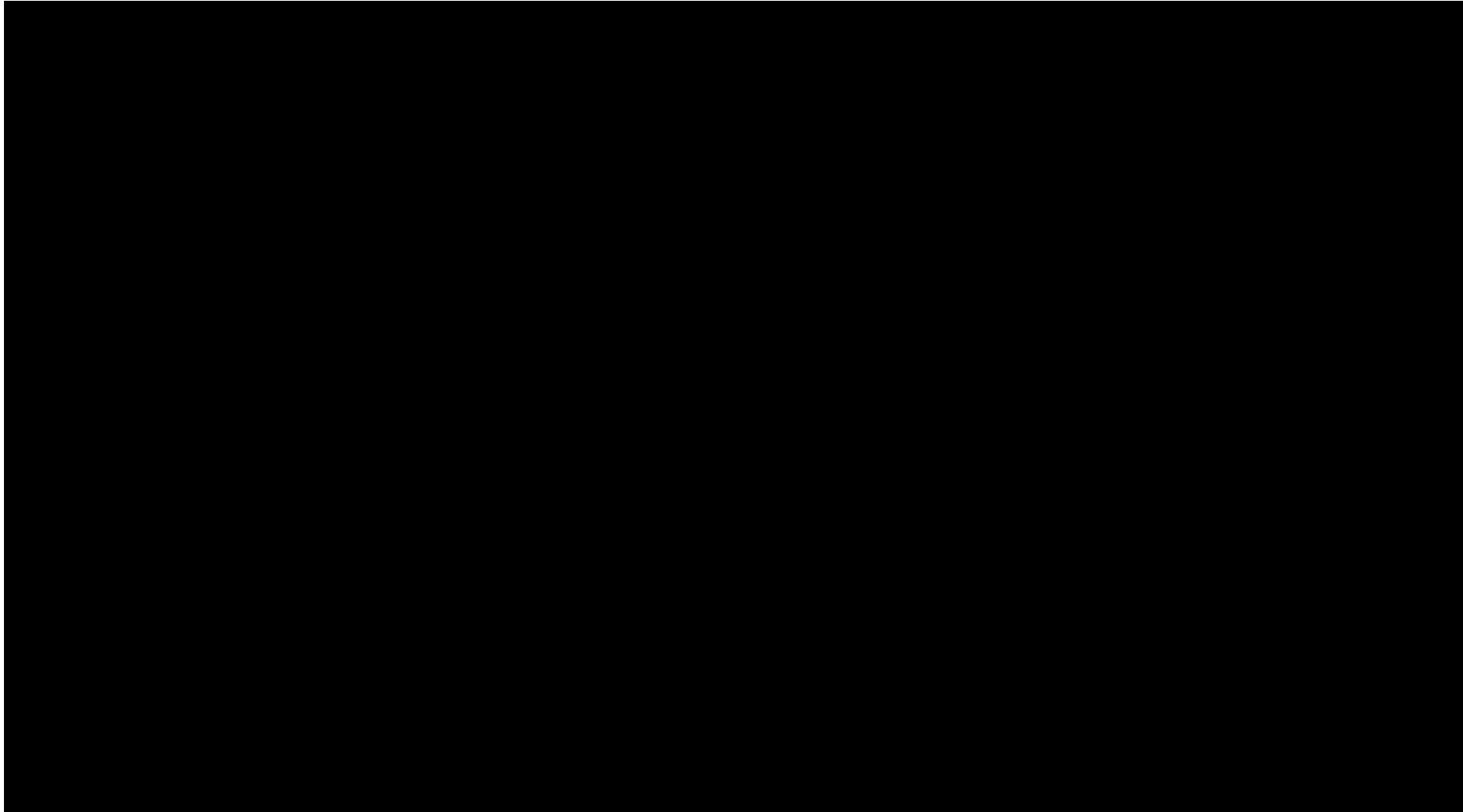


Safe Harbor



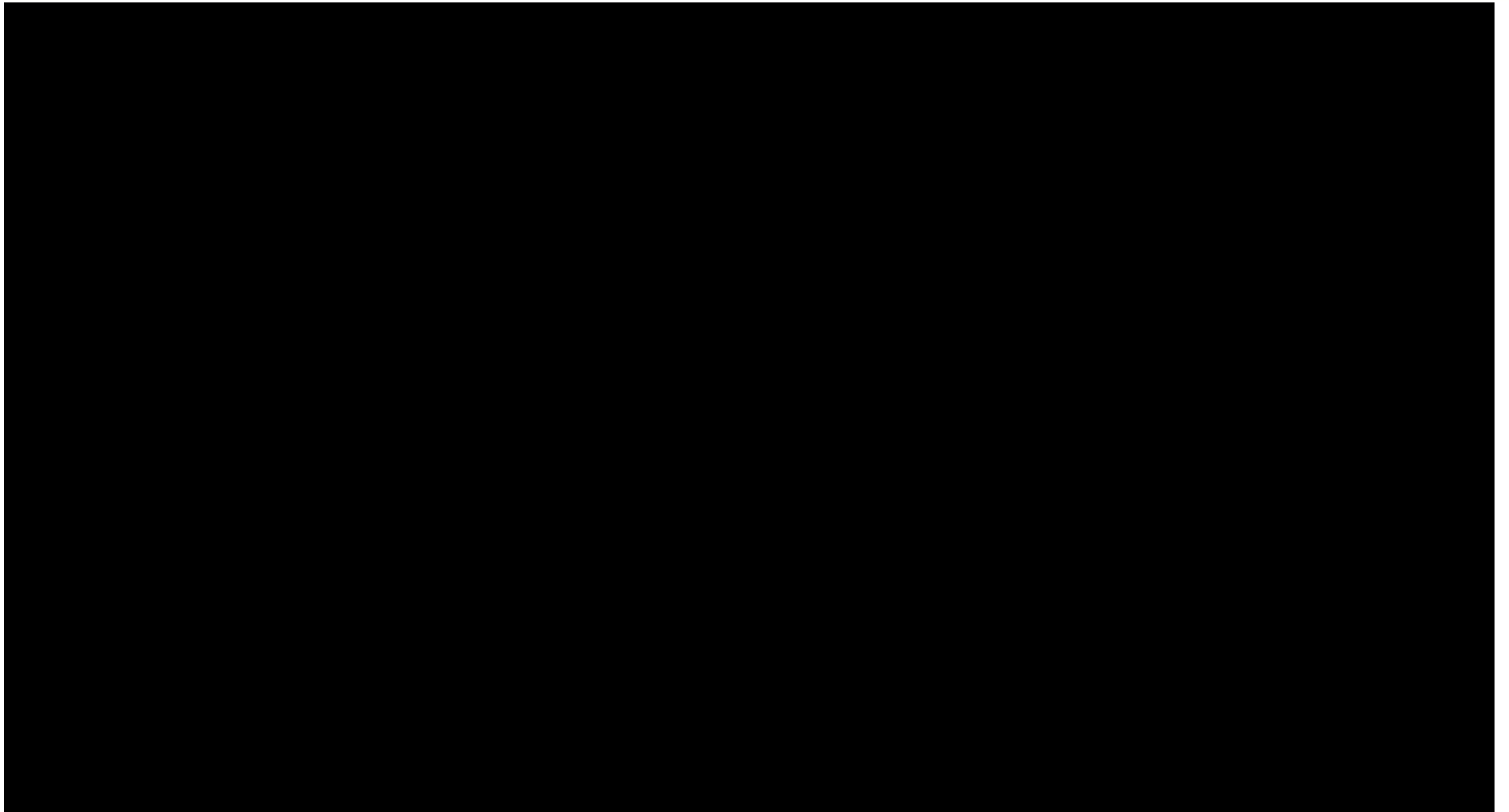


Verizon Voice Link





Verizon Voice Link





Chronic Repair Customers





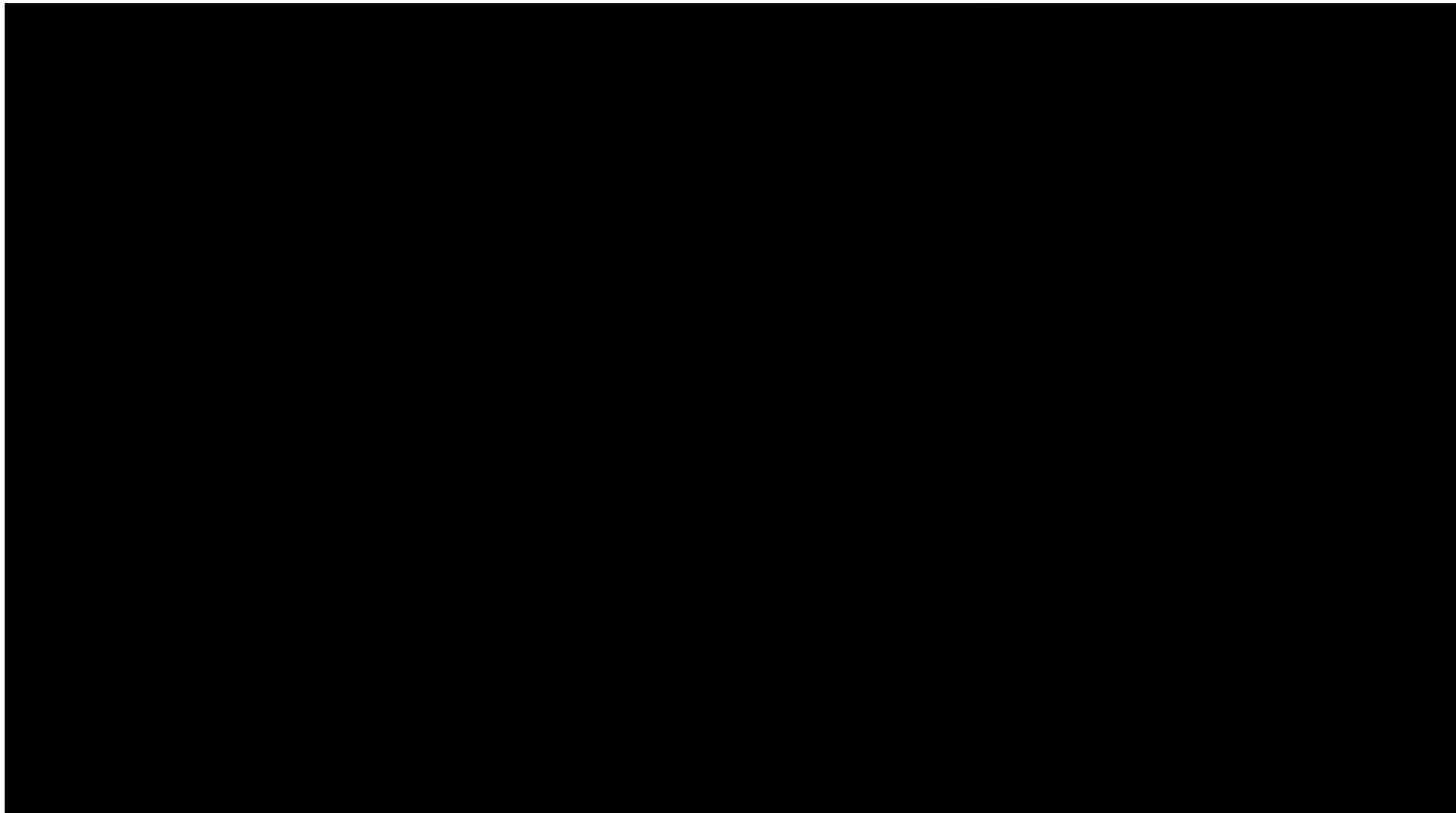
Verizon Voice Link is the Solution



What is Verizon Voice Link?

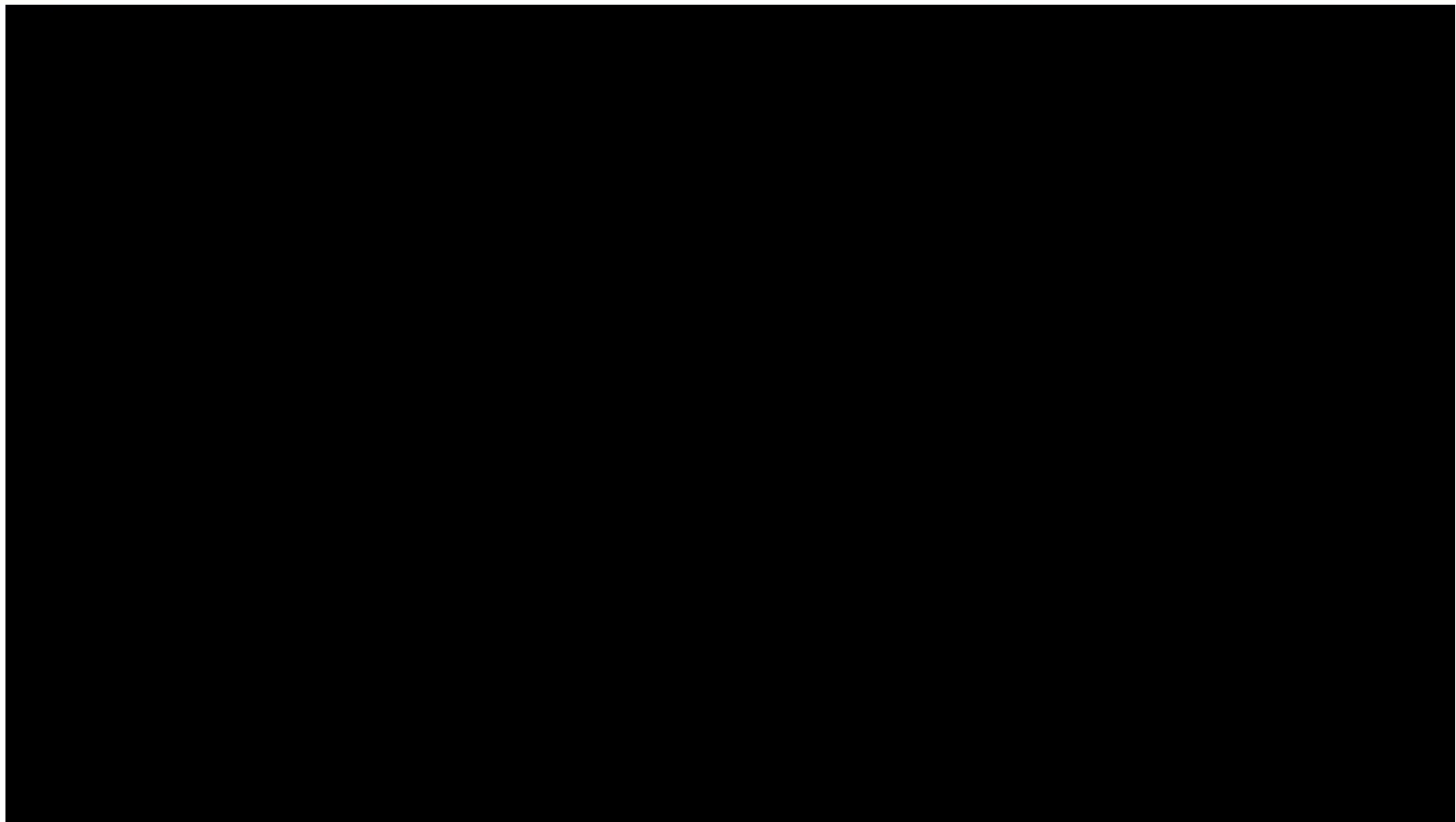


Customer Feedback



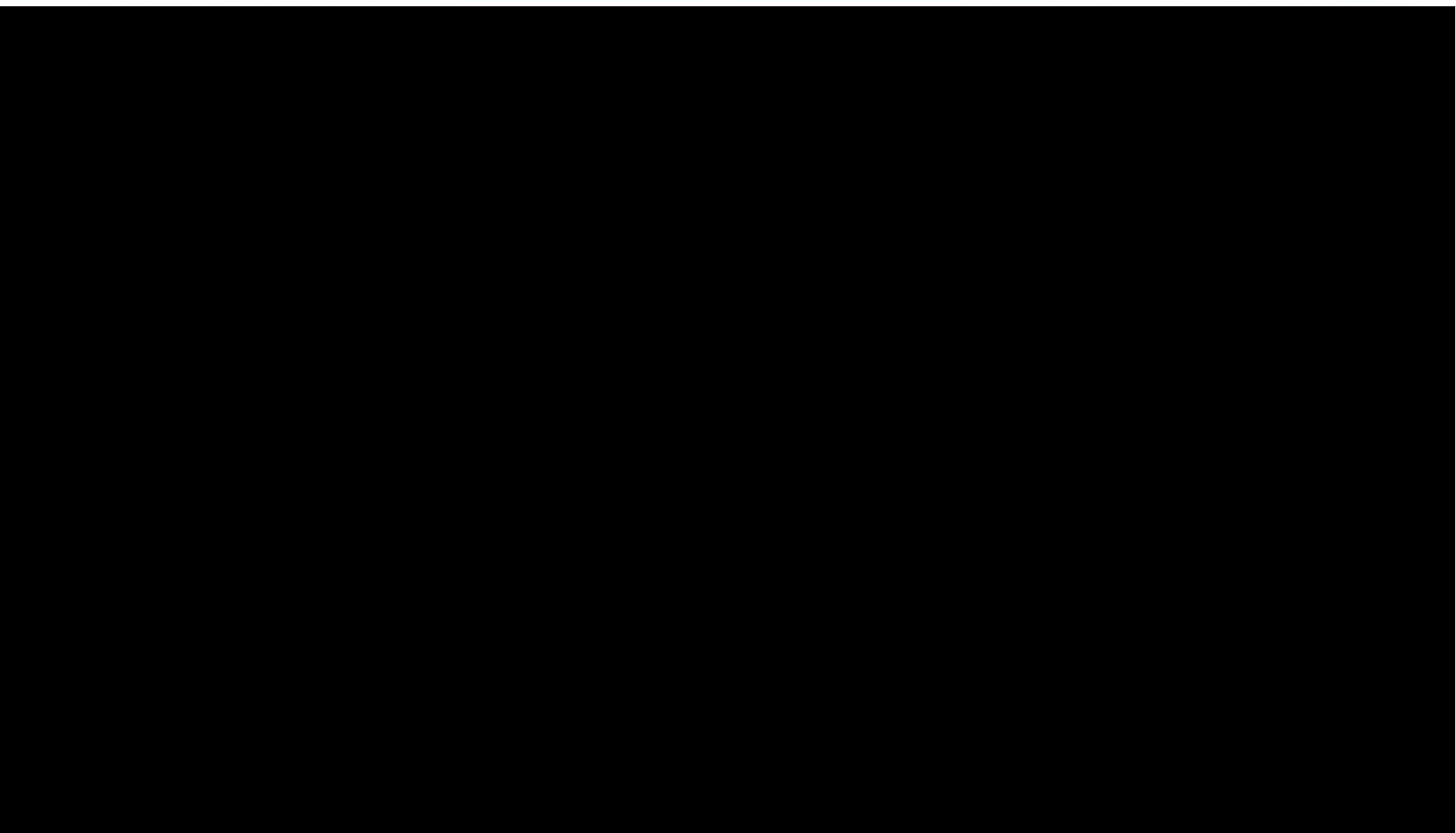


Verizon Voice Link



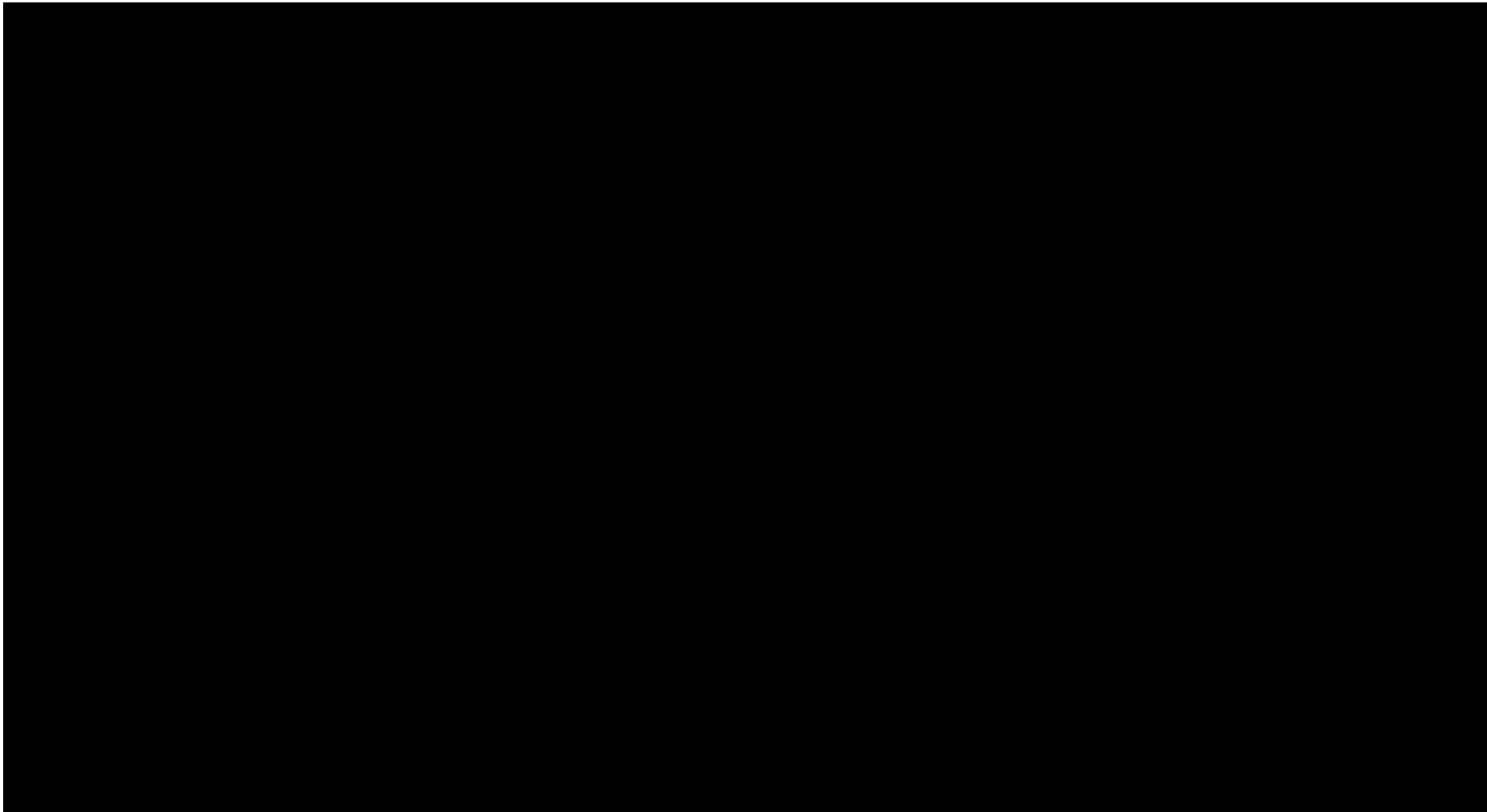


Verizon Voice Link



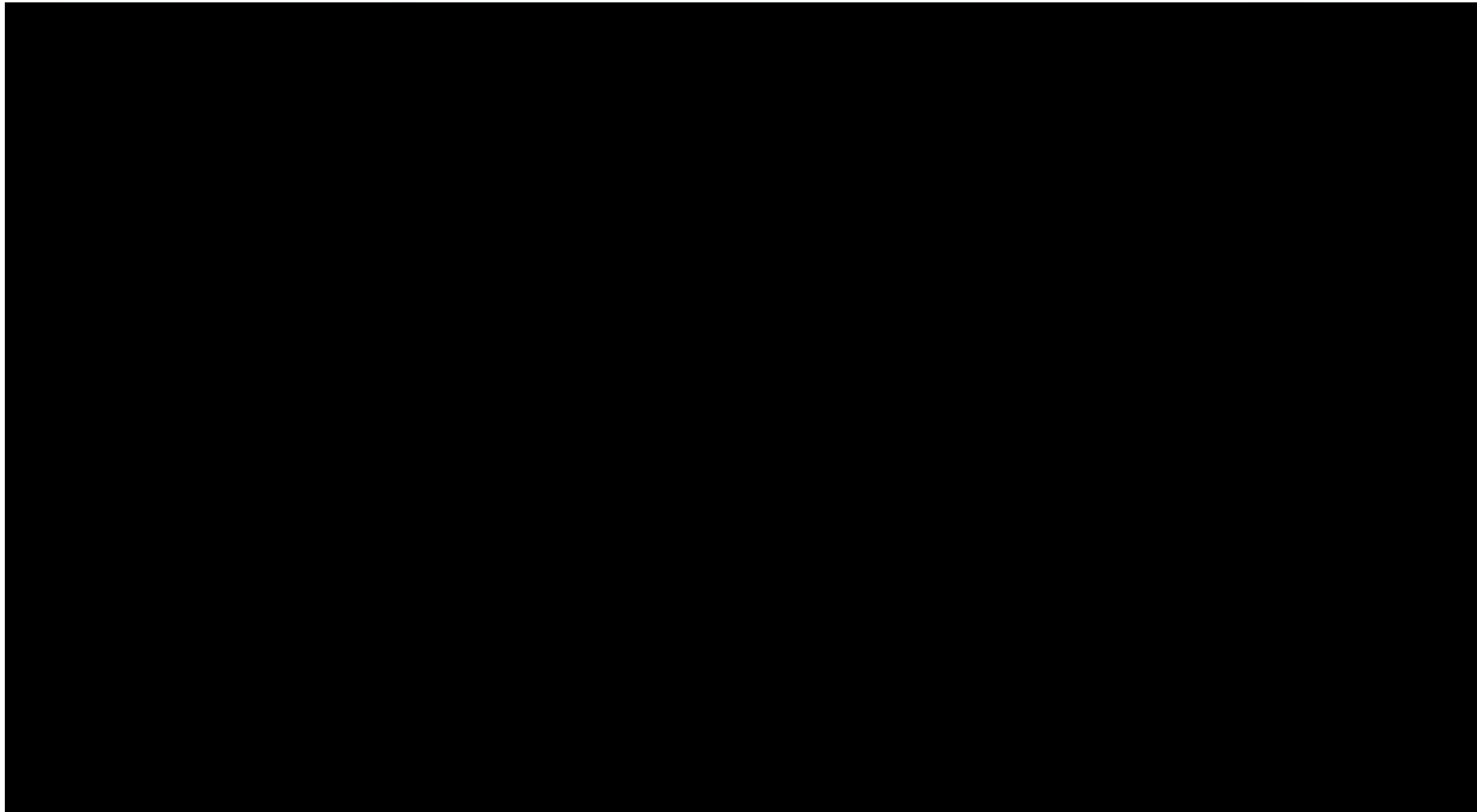


Verizon Voice Link



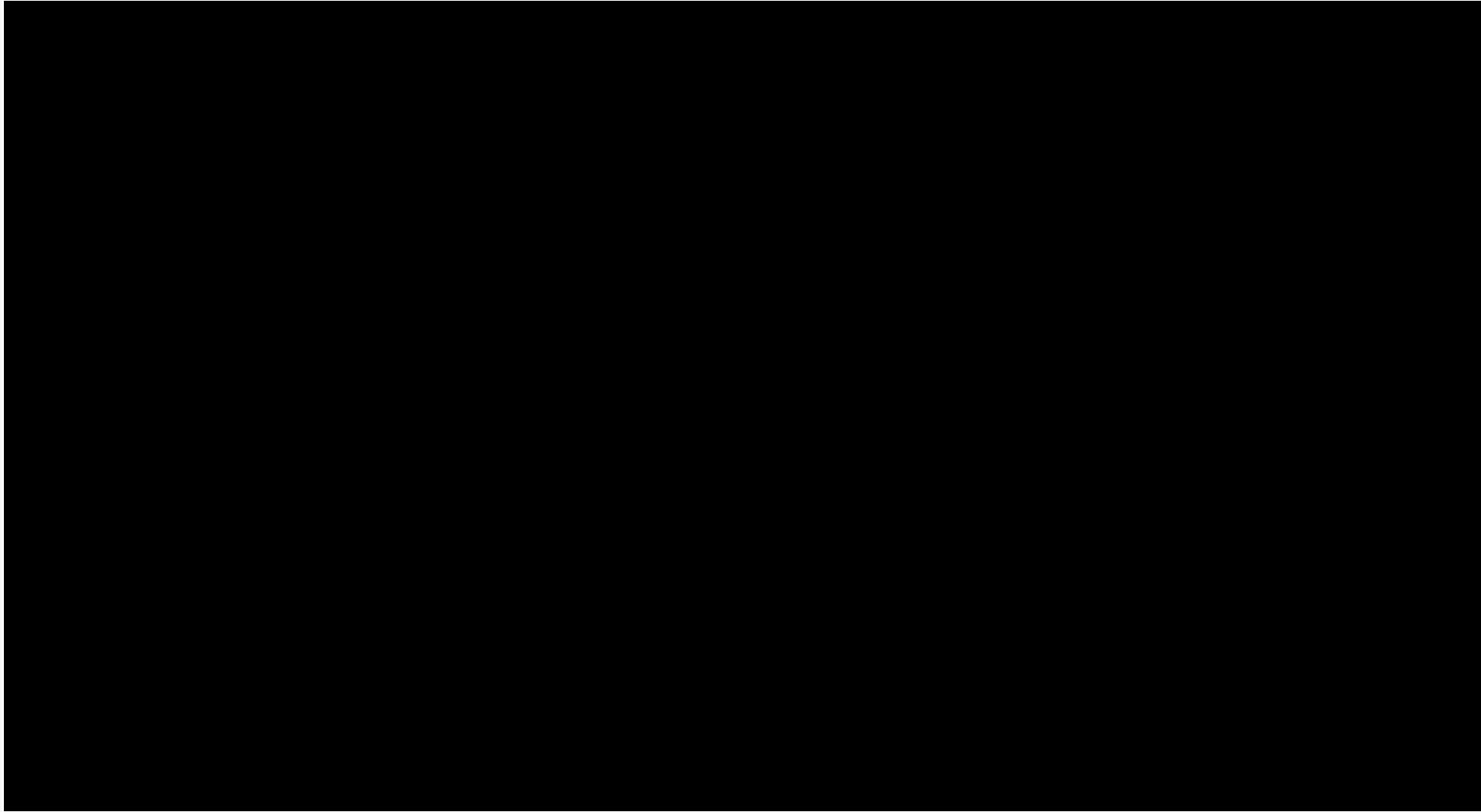


Verizon Voice Link Calling Plans





Verizon Voice Link Calling Plans





Verizon Voice Link Migration Calling Plans



Verizon Voice Link Calling Features



Migration Calling Plan Structure- West



Migration Calling Plan Structure- East



New Customer Plans



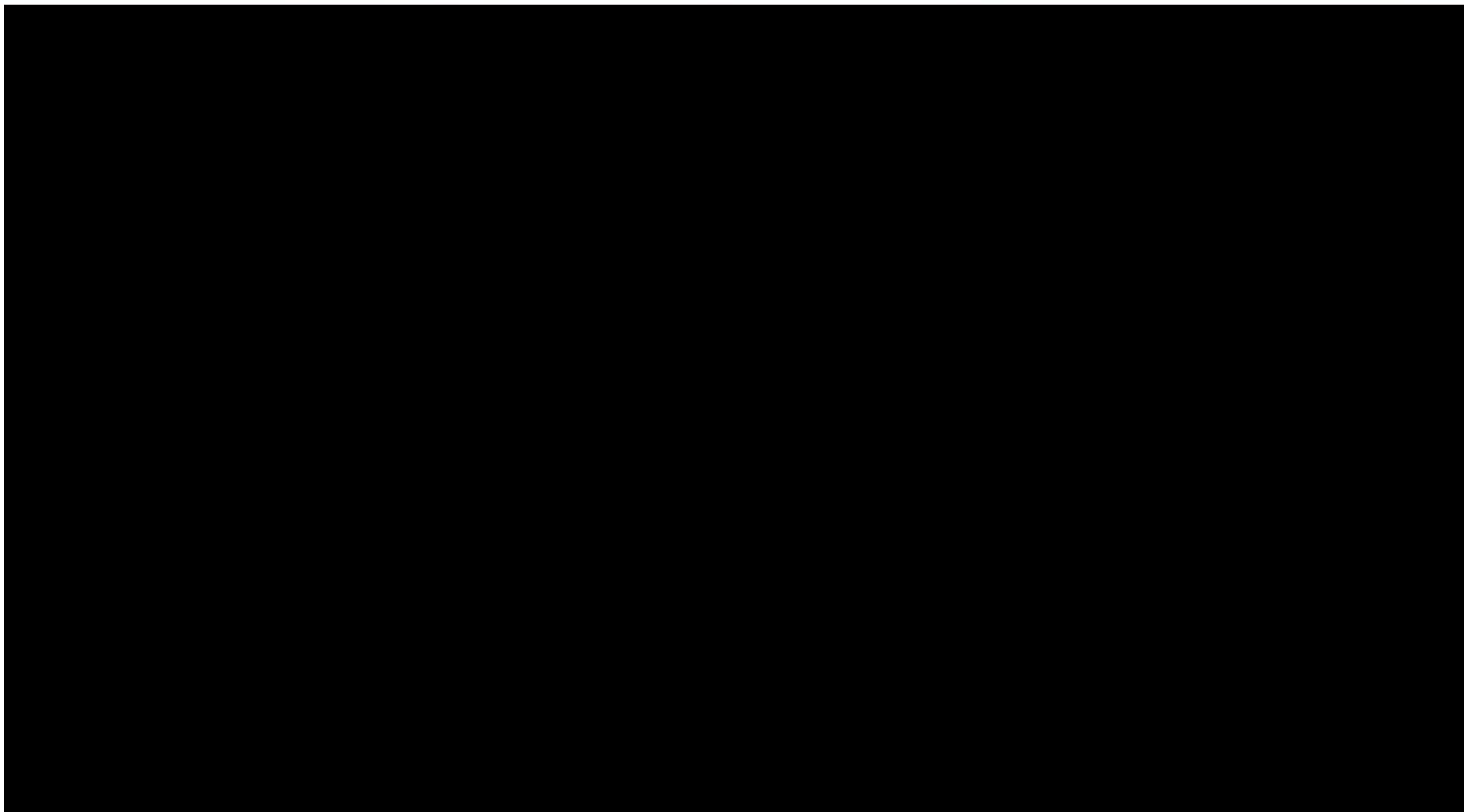


International Calling Plans & Features





Learning Check

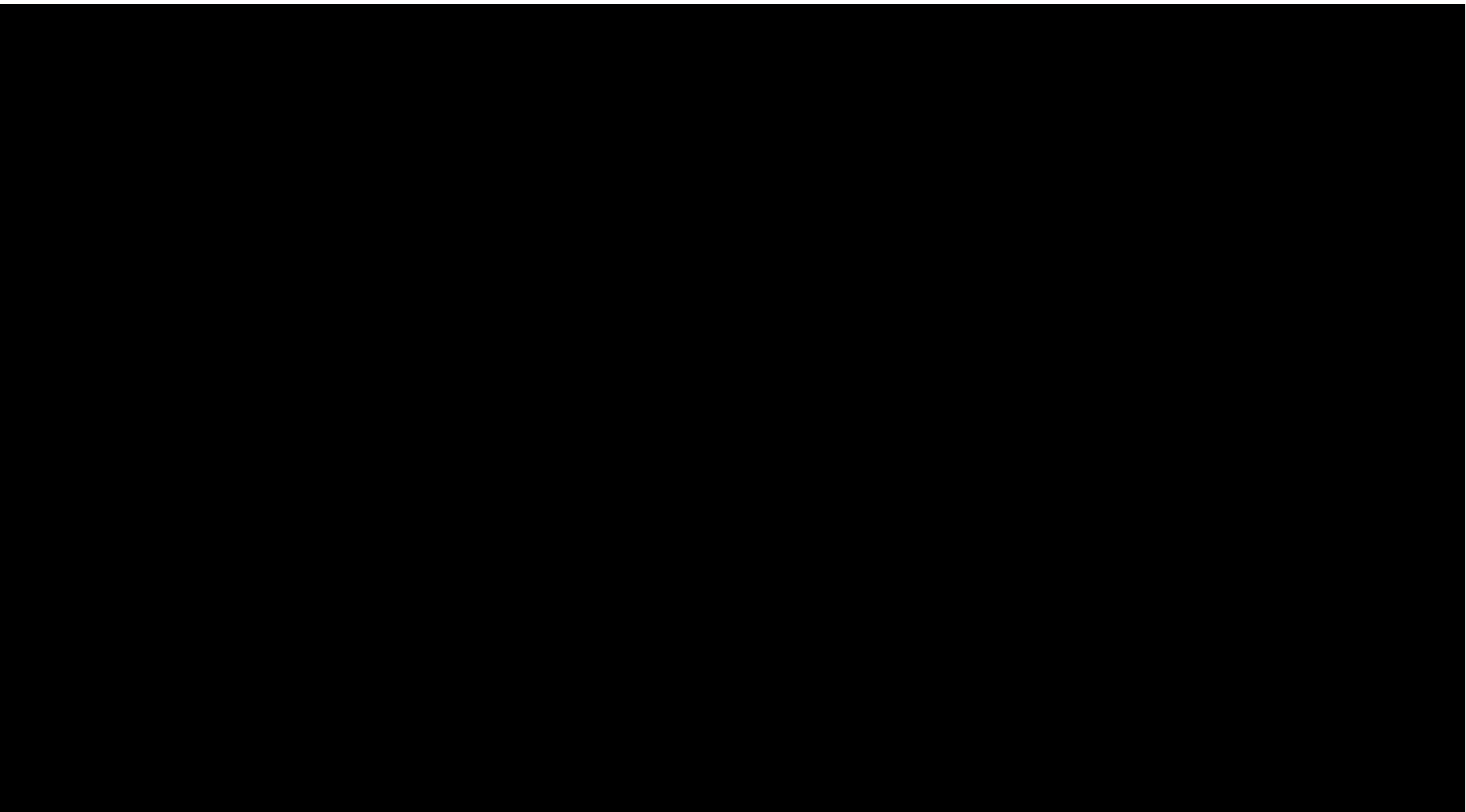




Verizon Voice Link - Installation

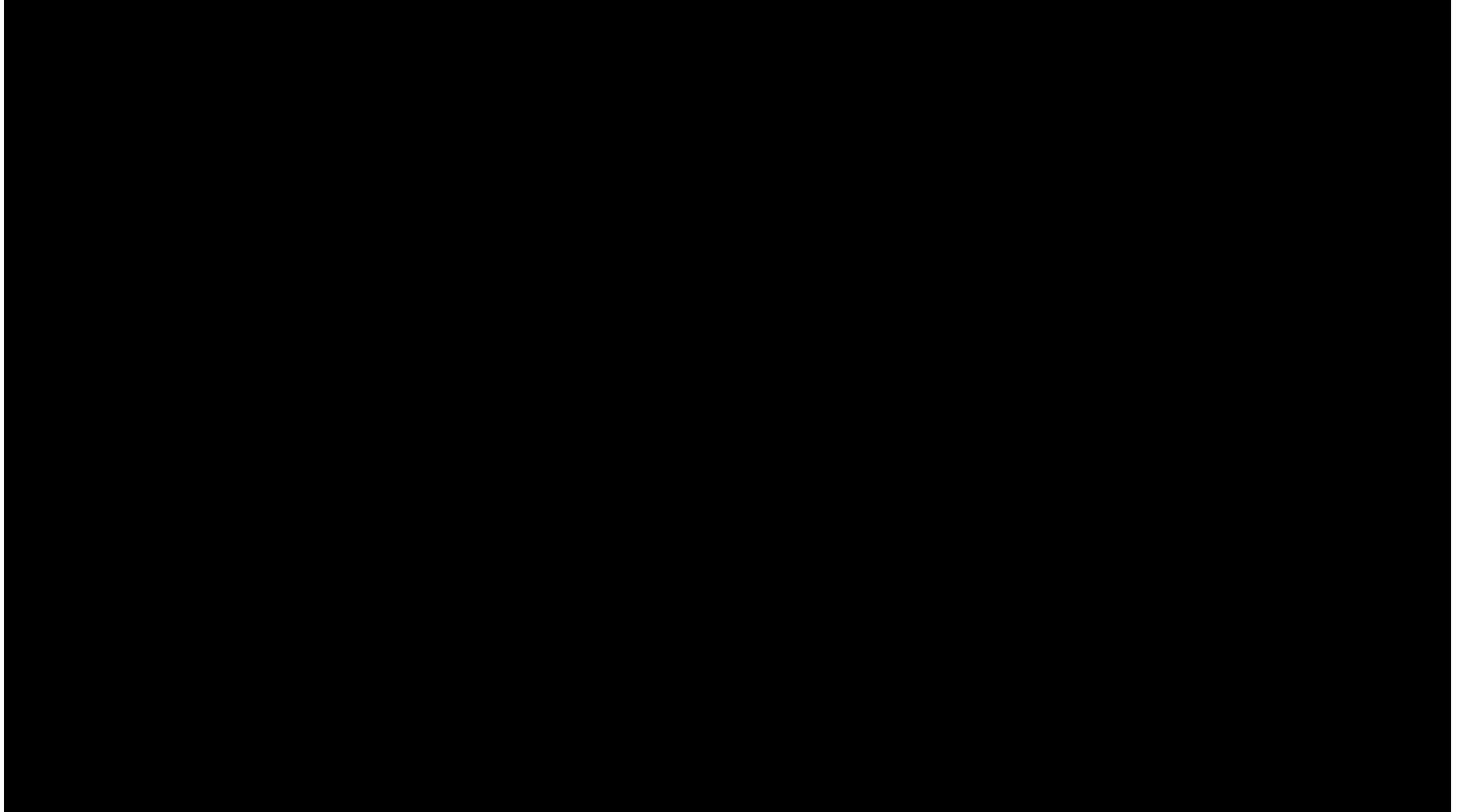


Migration Order – Process Flow



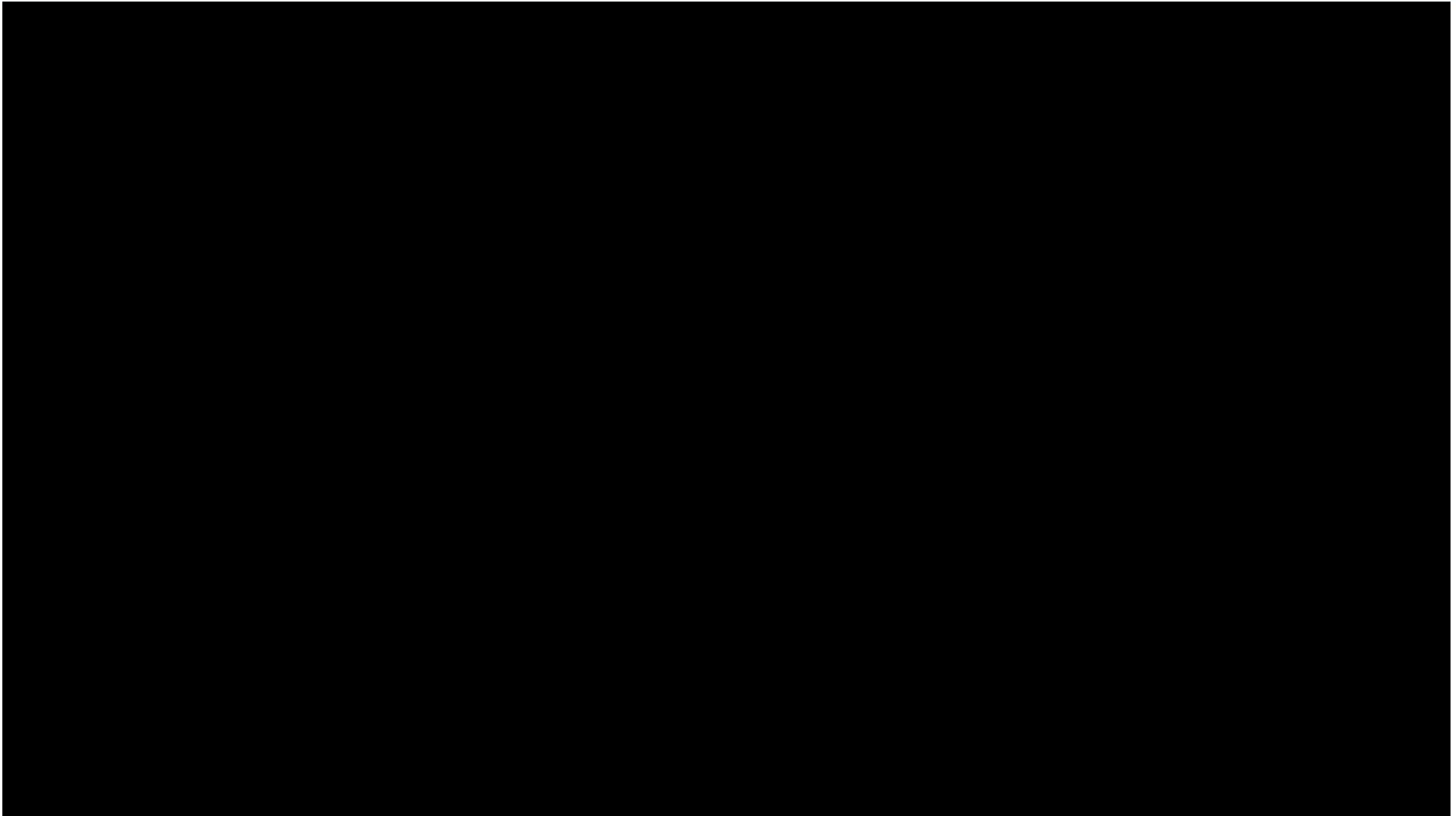


Verizon Voice Link – Migration Customers



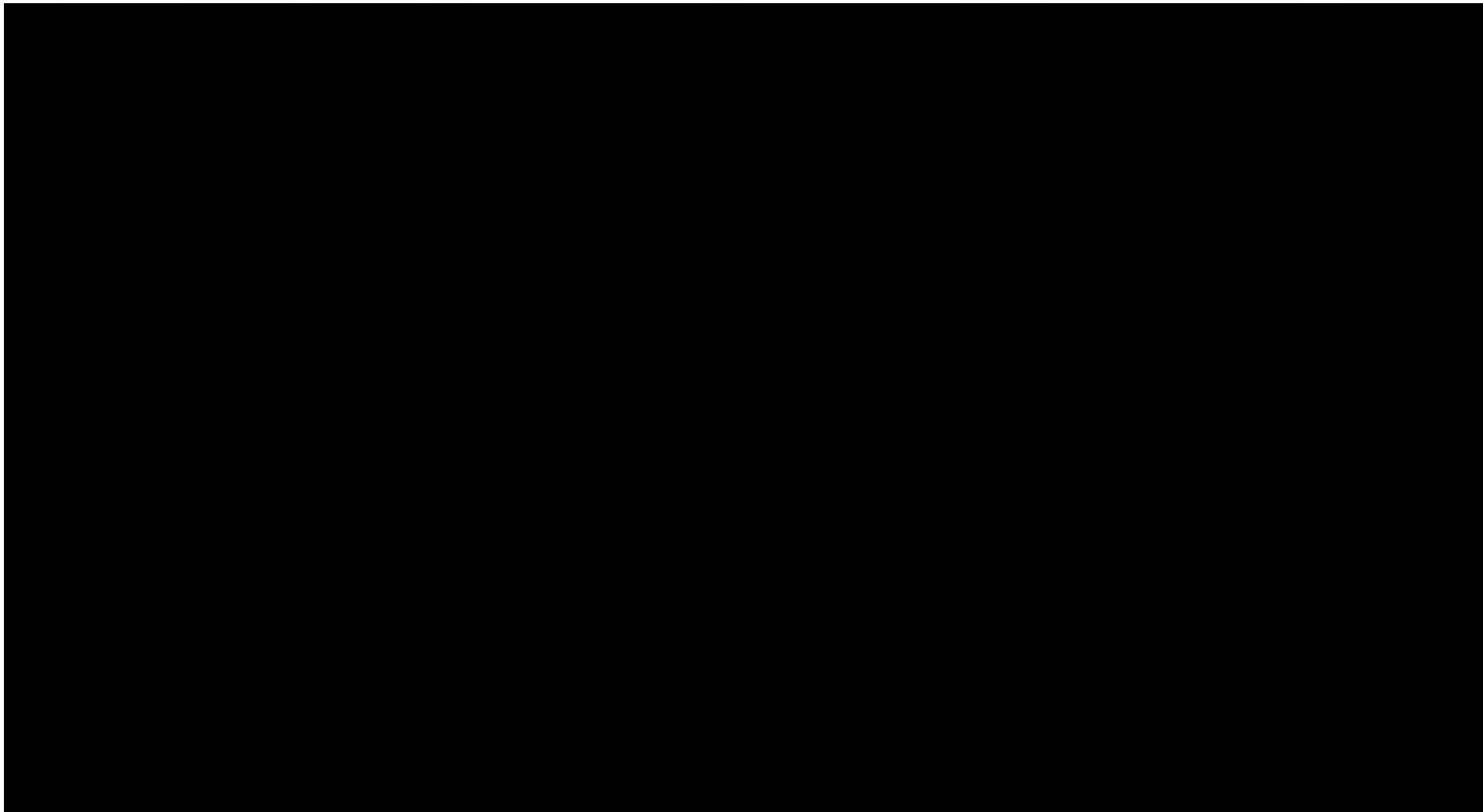


Verizon Voice Link - Migration





Verizon Voice Link - Migration

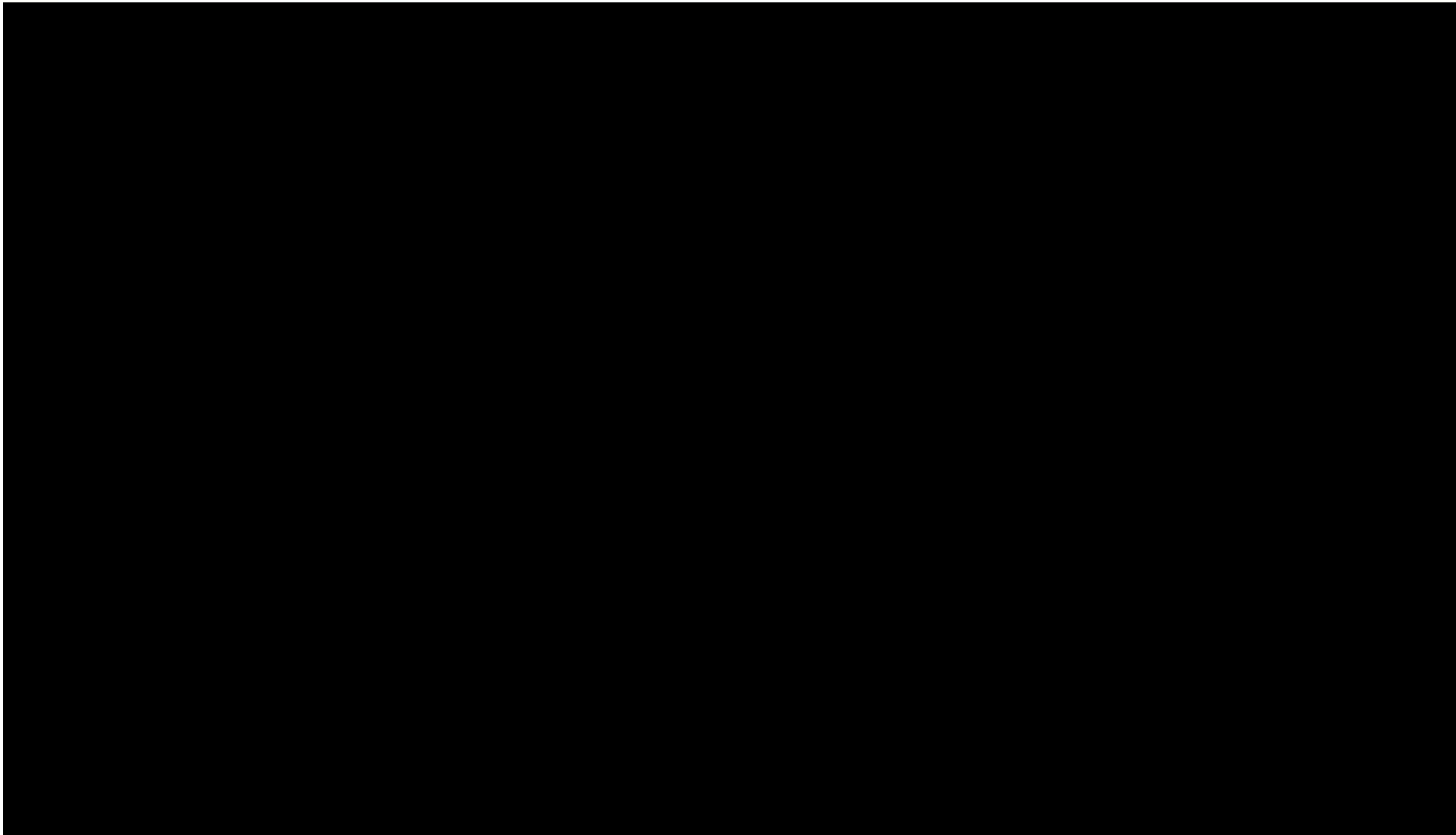




Verizon Voice Link - Migration

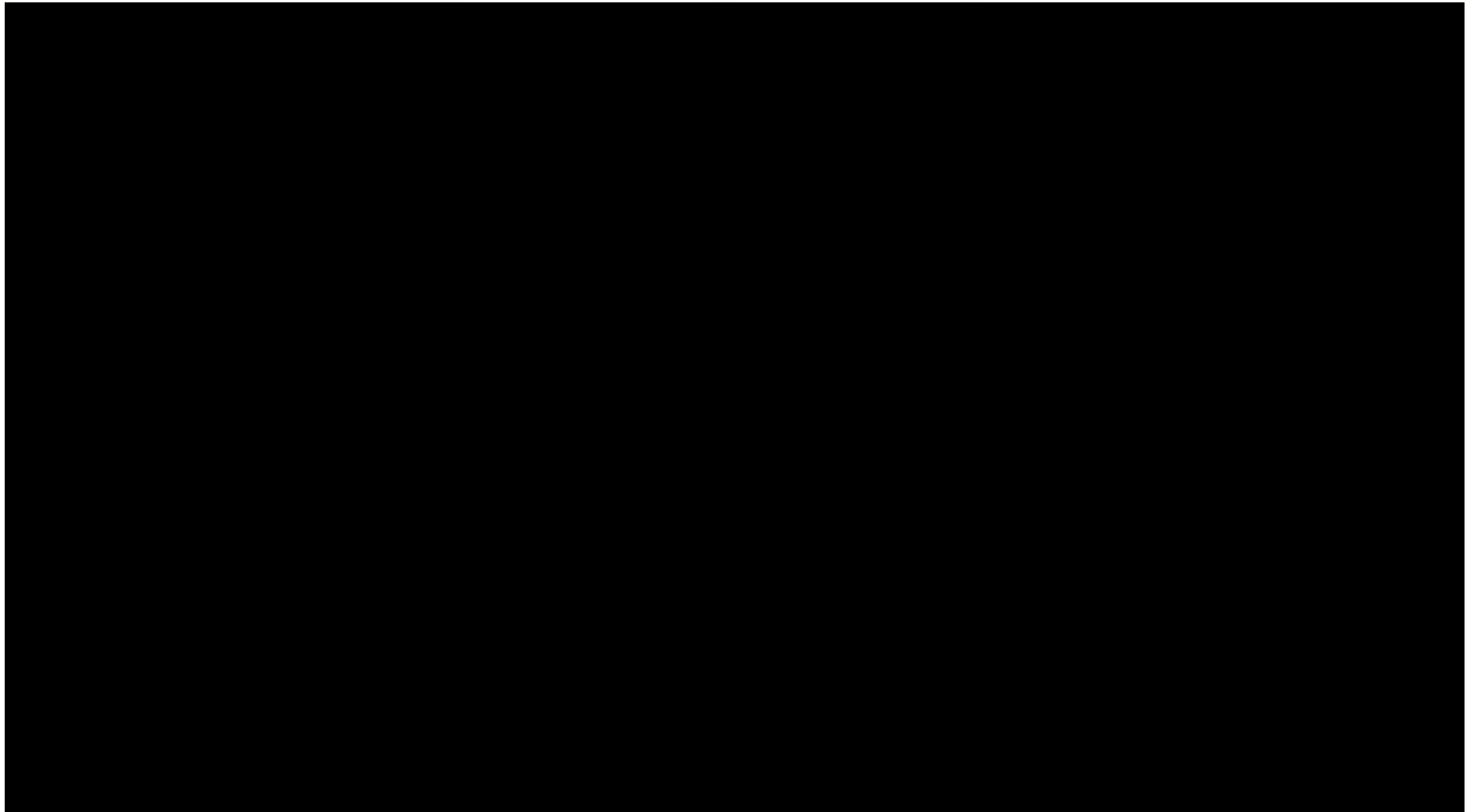


Verizon Voice Link - Migration



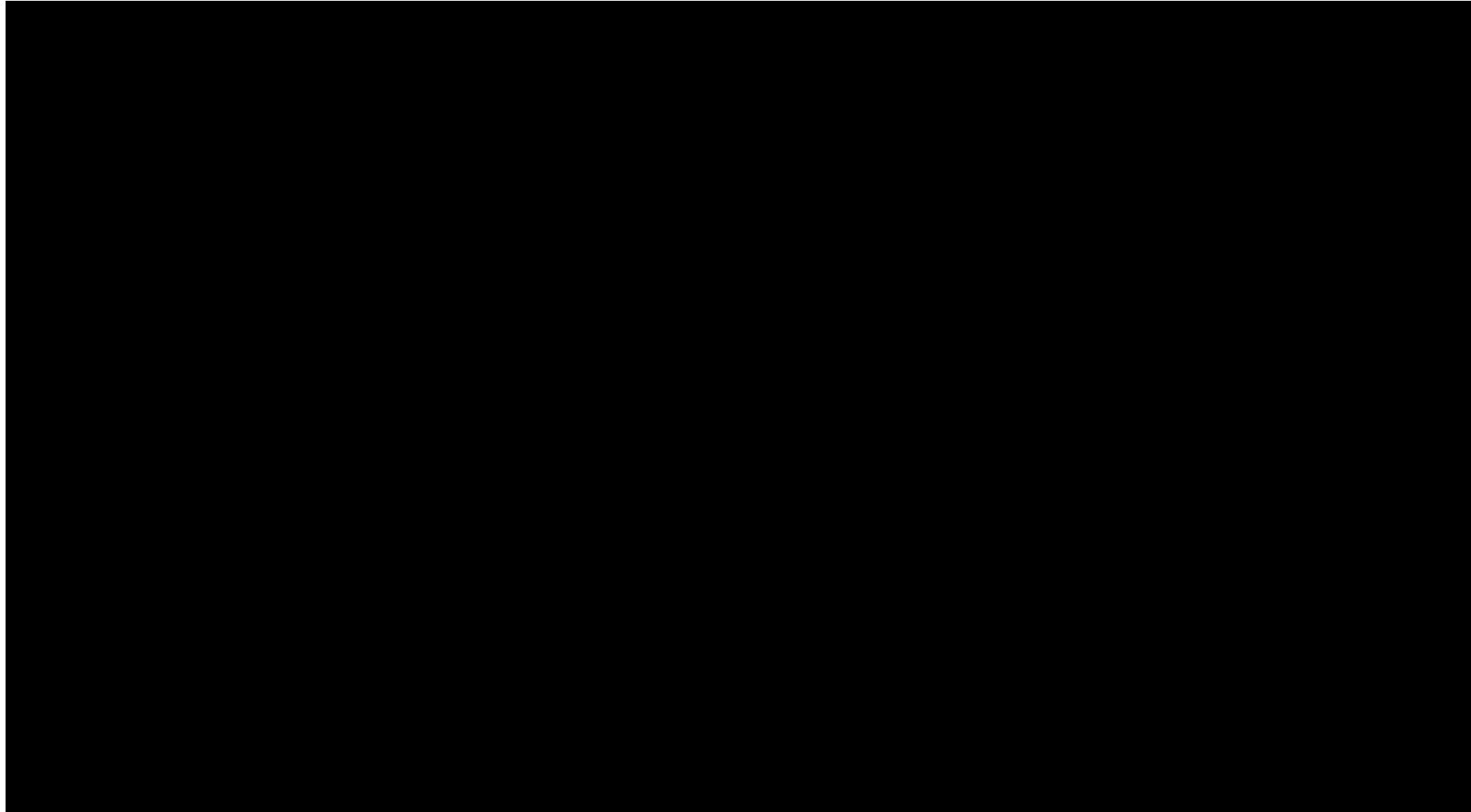


Verizon Voice Link - Migration



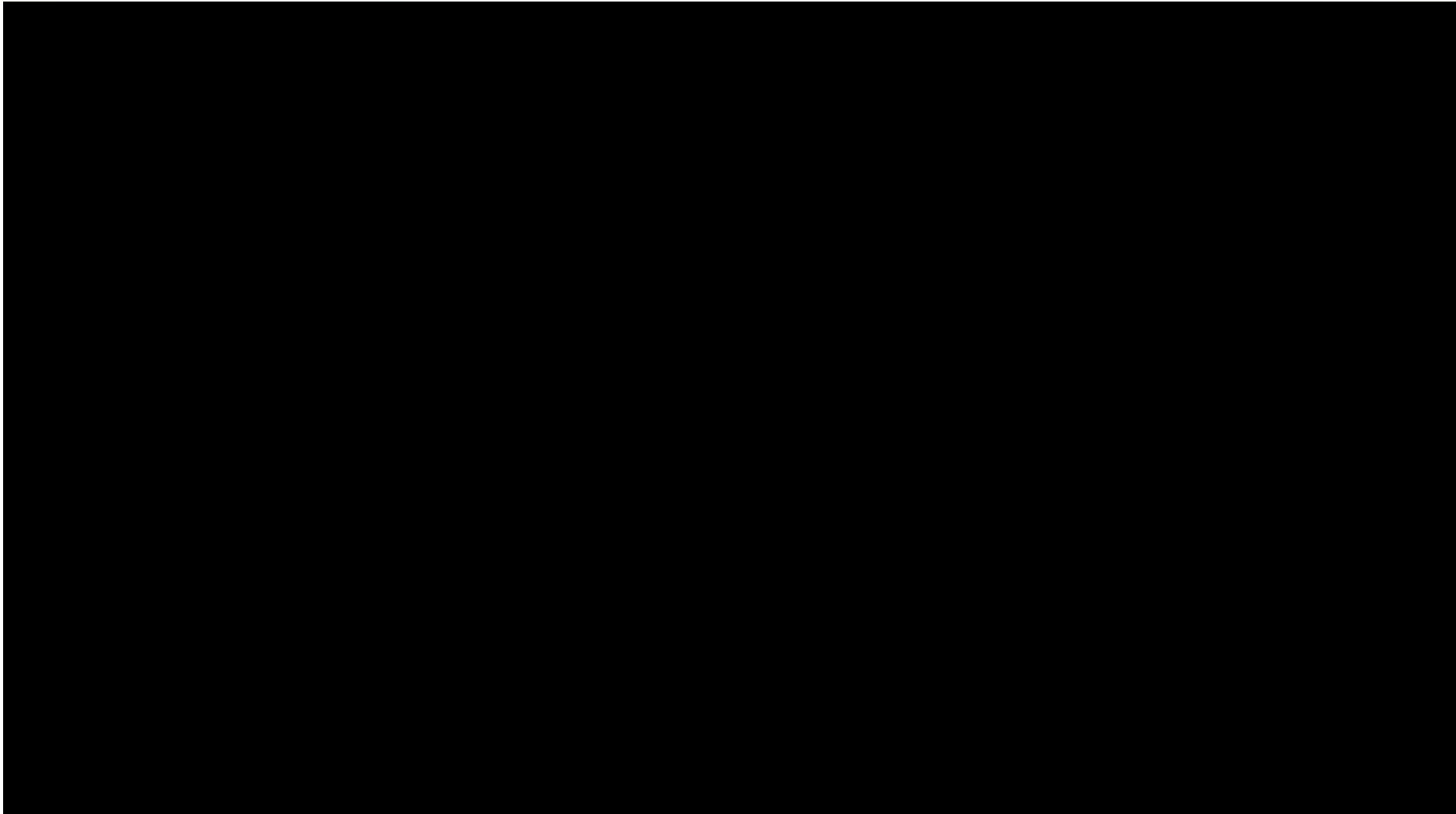


Verizon Voice Link – Migration Order Entry





Verizon Voice Link – Migration Order Entry





Verizon Voice Link – Migration Order Entry



Verizon Voice Link – Migration Order Entry



Migrations



Migrations



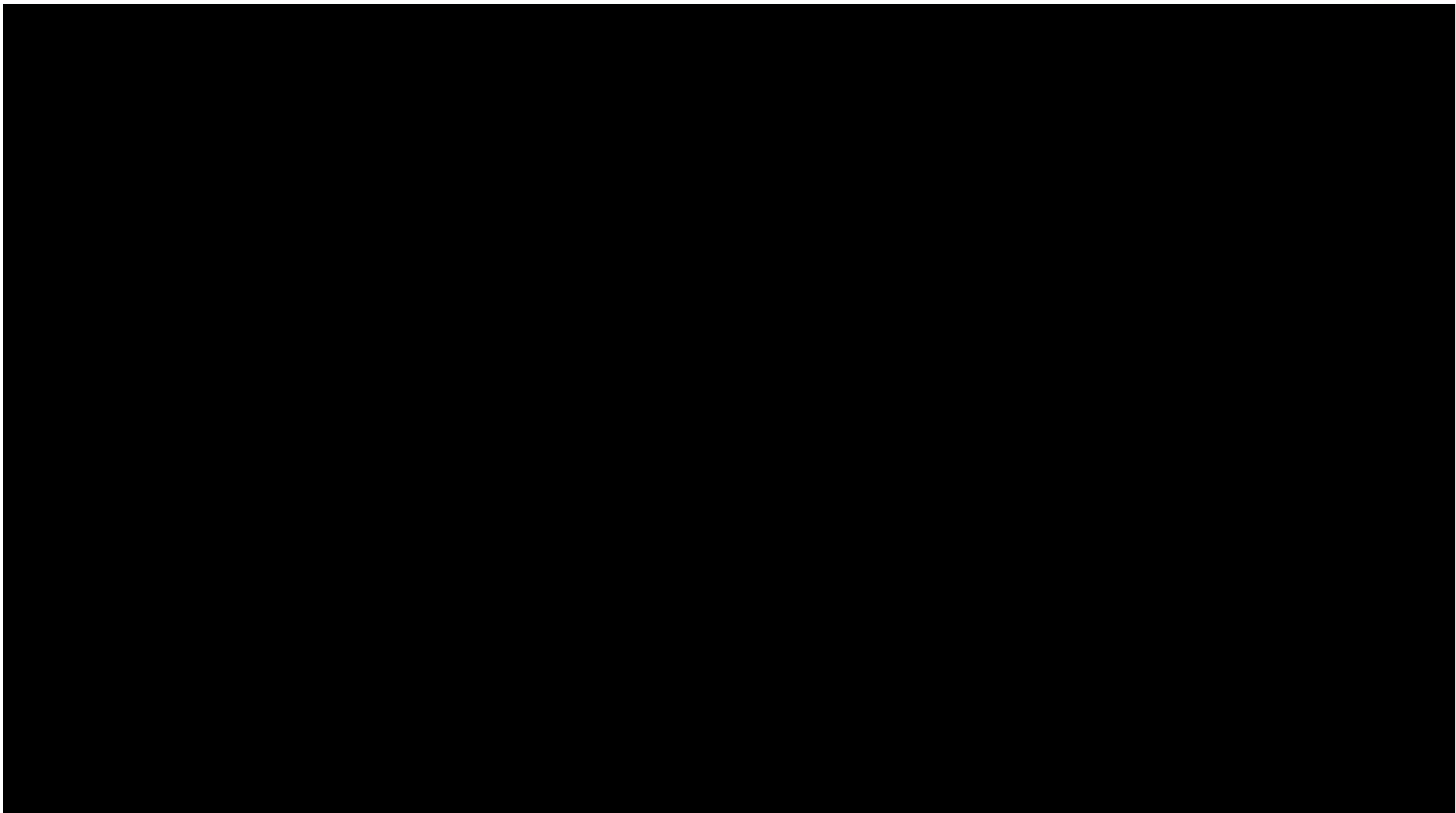
Migrations



Migration



Verizon Voice Link – Migration Order Entry

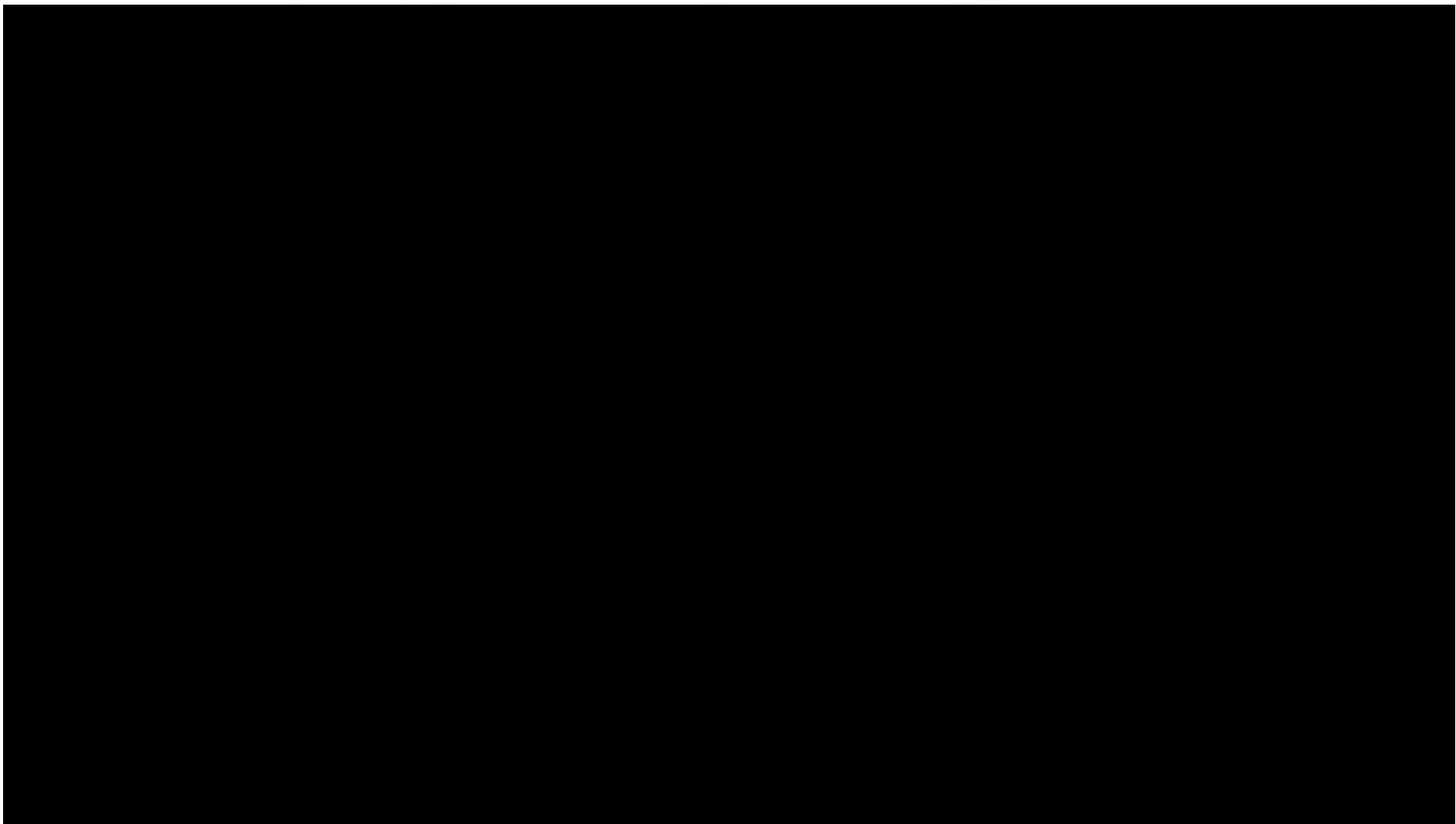




Migration



Migration





Migration



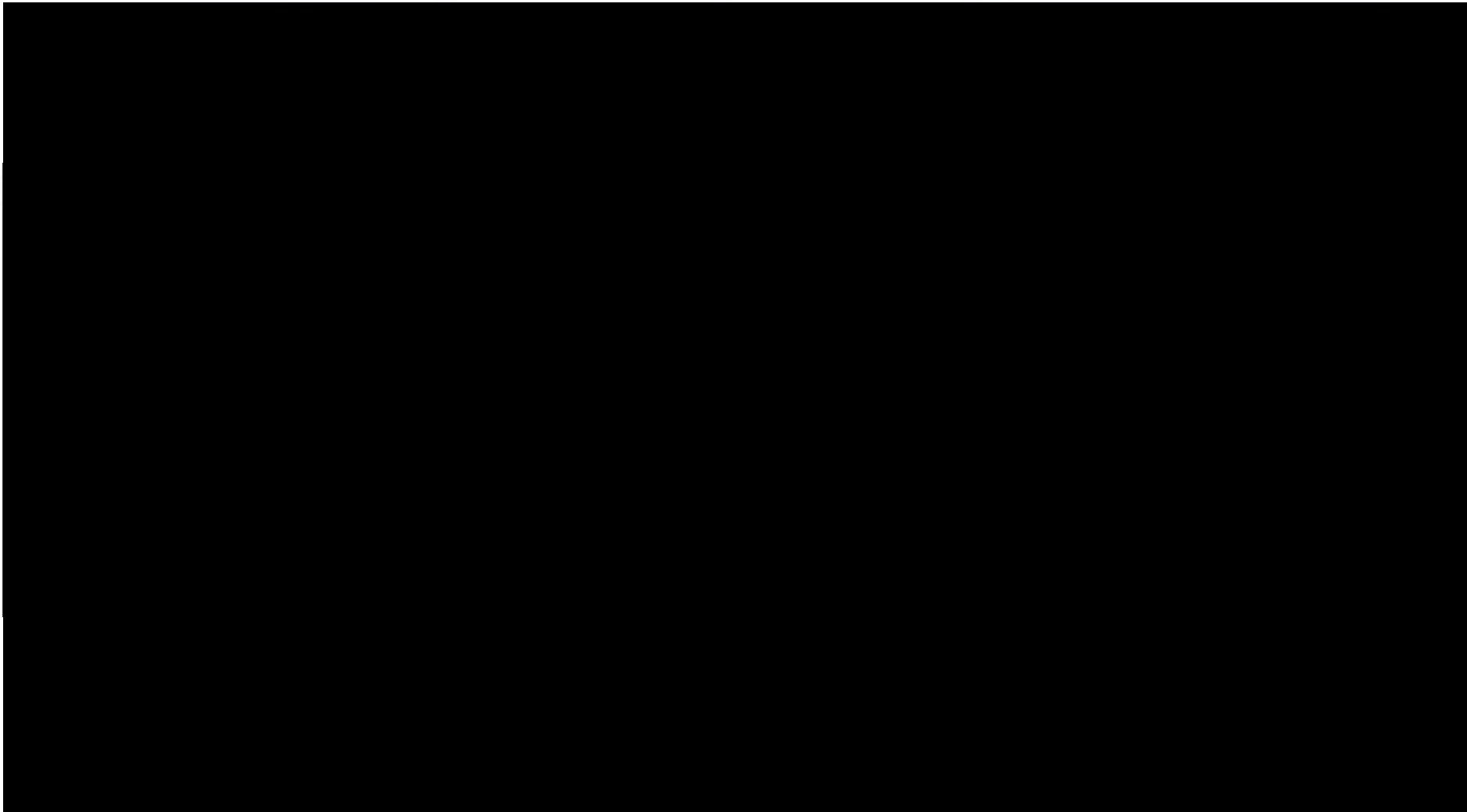
Verizon Voice Link – Migration Order Entry

Verizon Voice Link: Migration Order Simulation Course Code –VZE40919

Placeholder for Migration Order Simulation Link

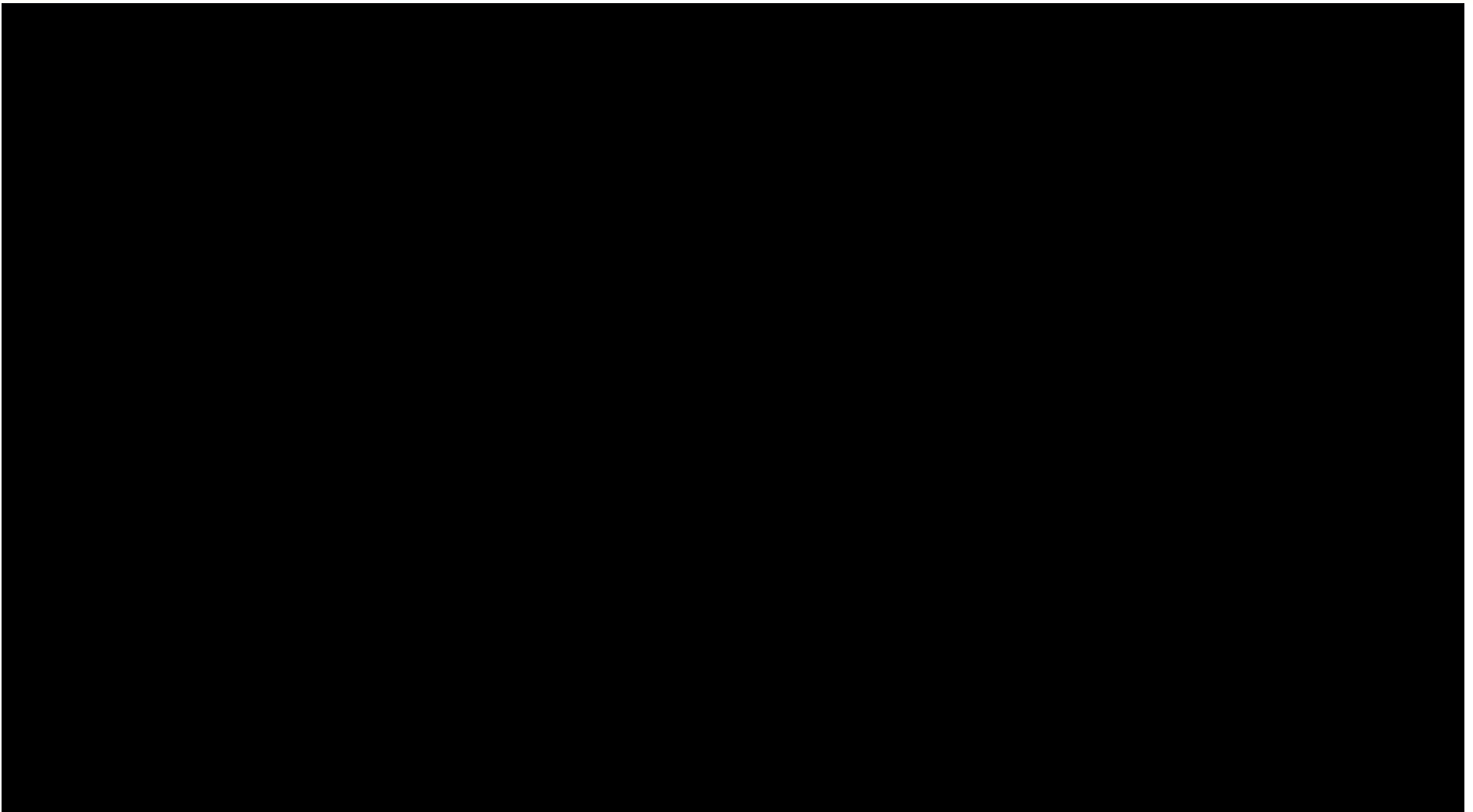


New Install



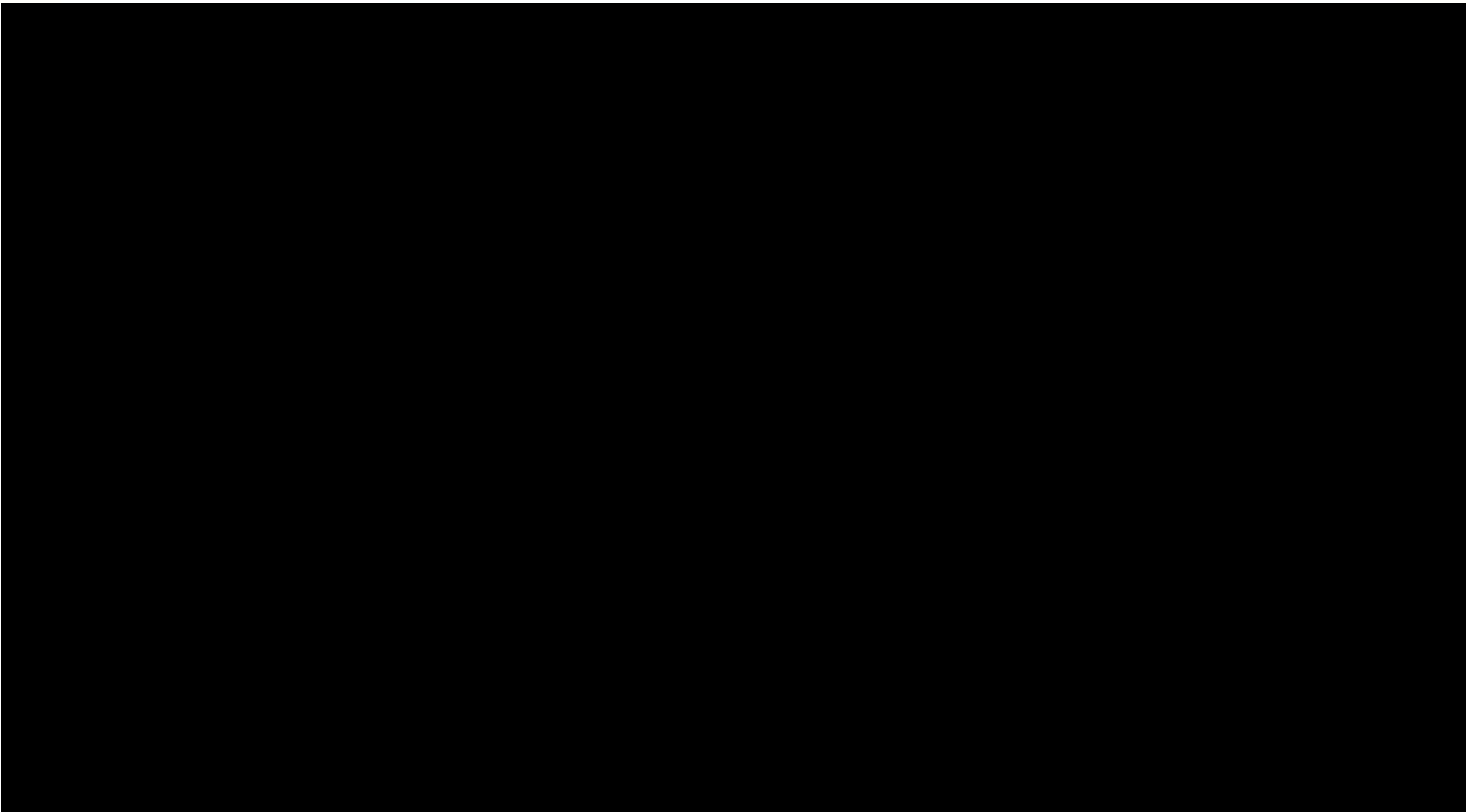


New Install



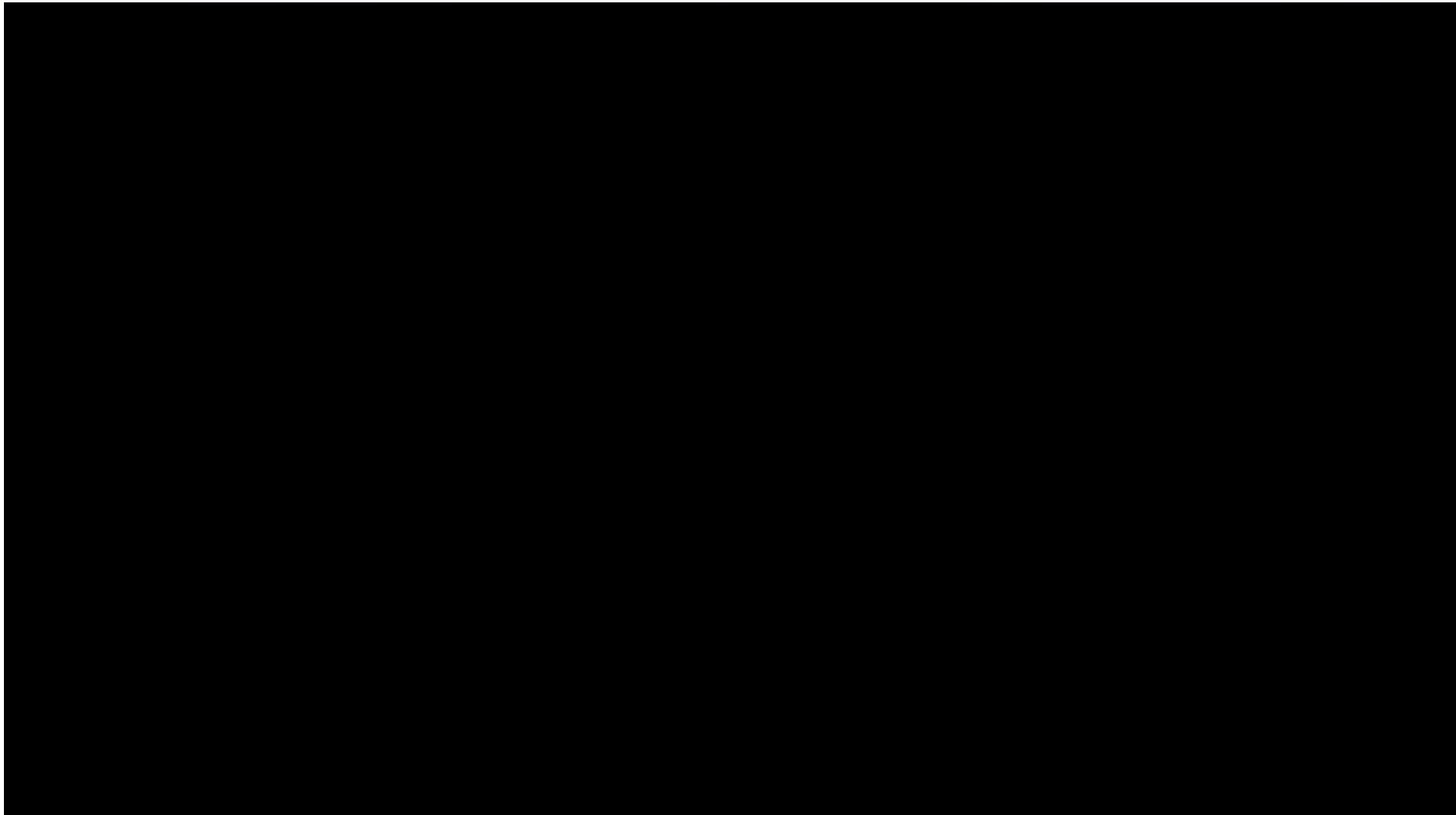


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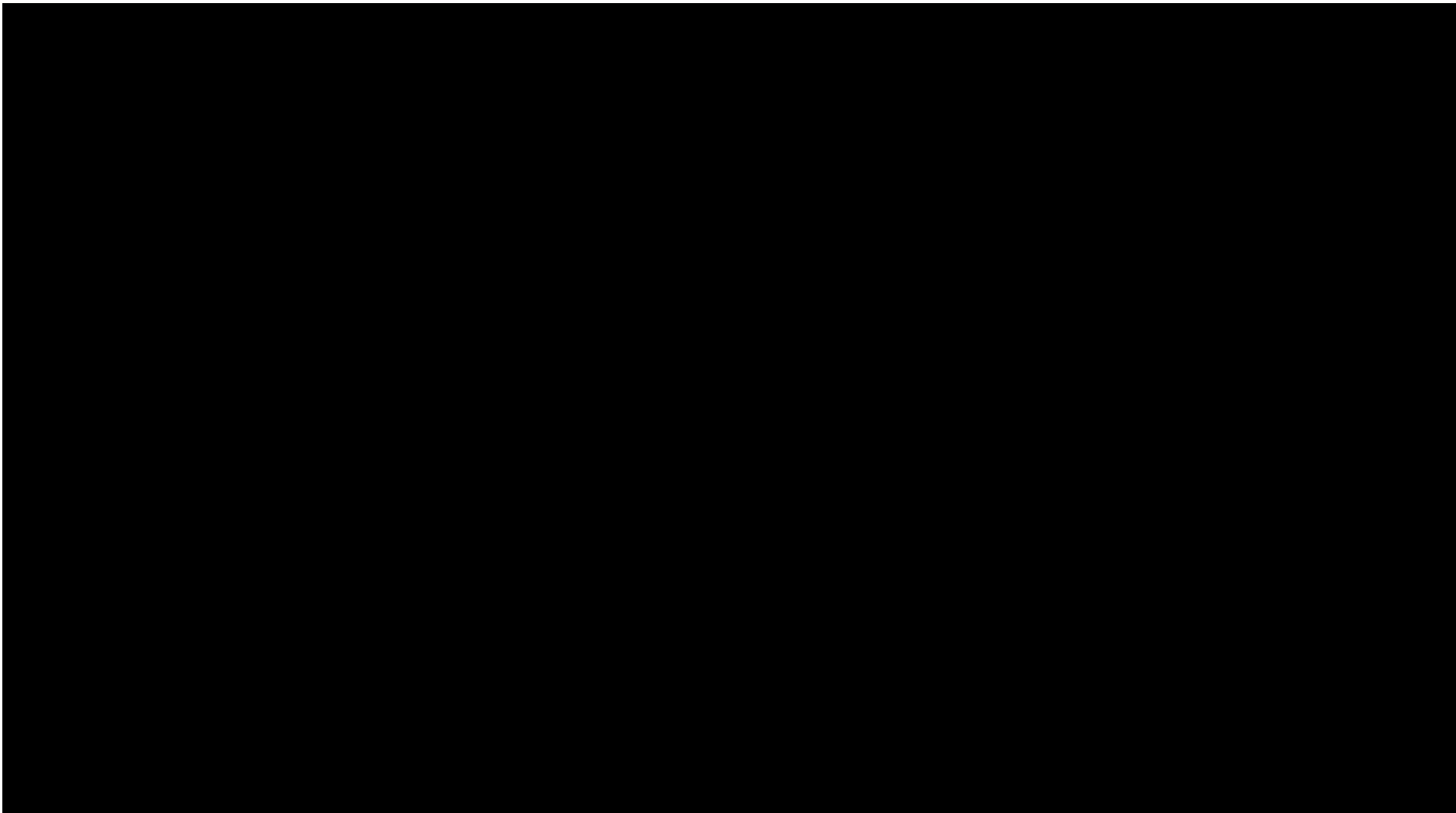


New Install





New Install CA Listing

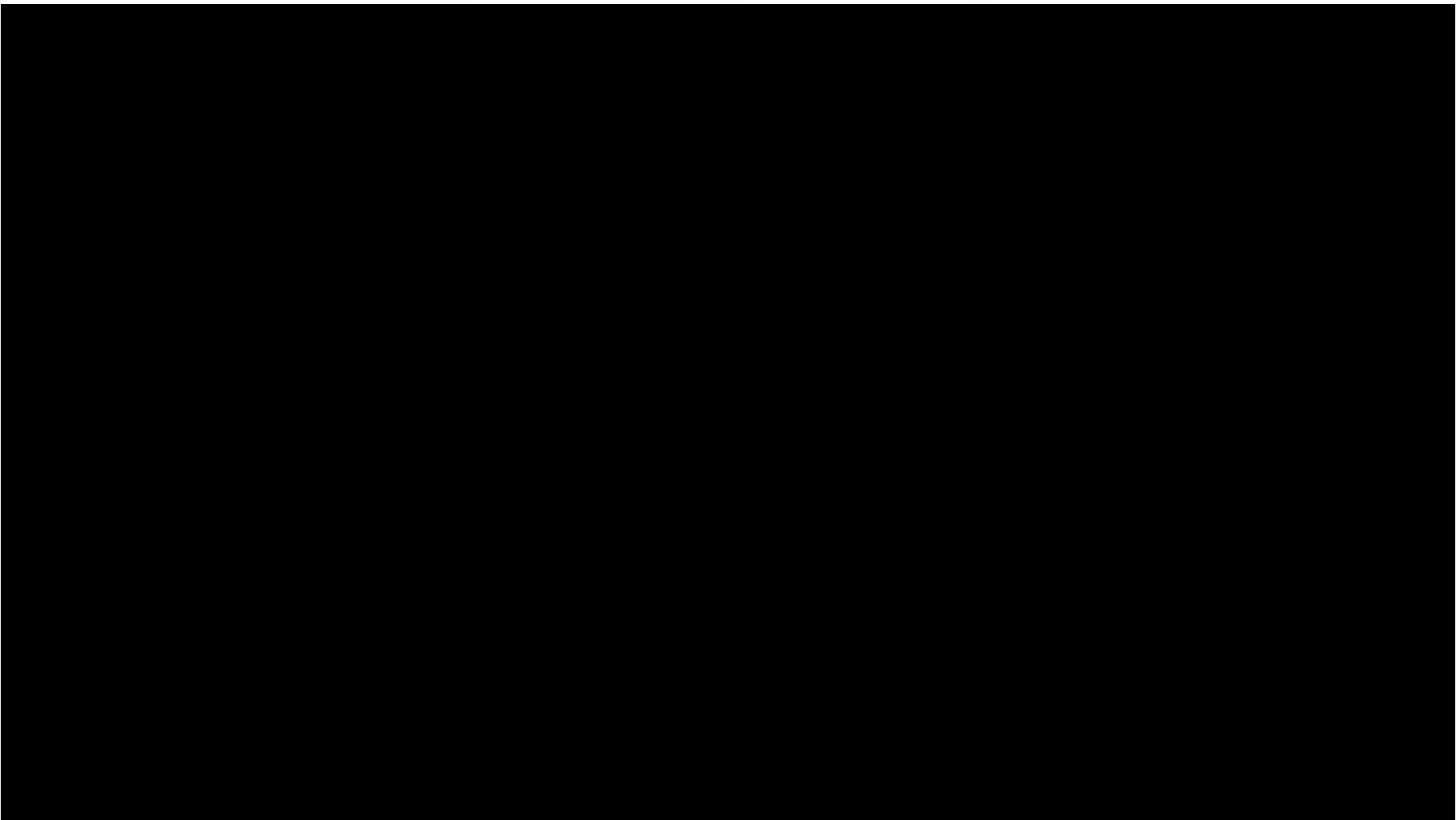




New Install



New Install

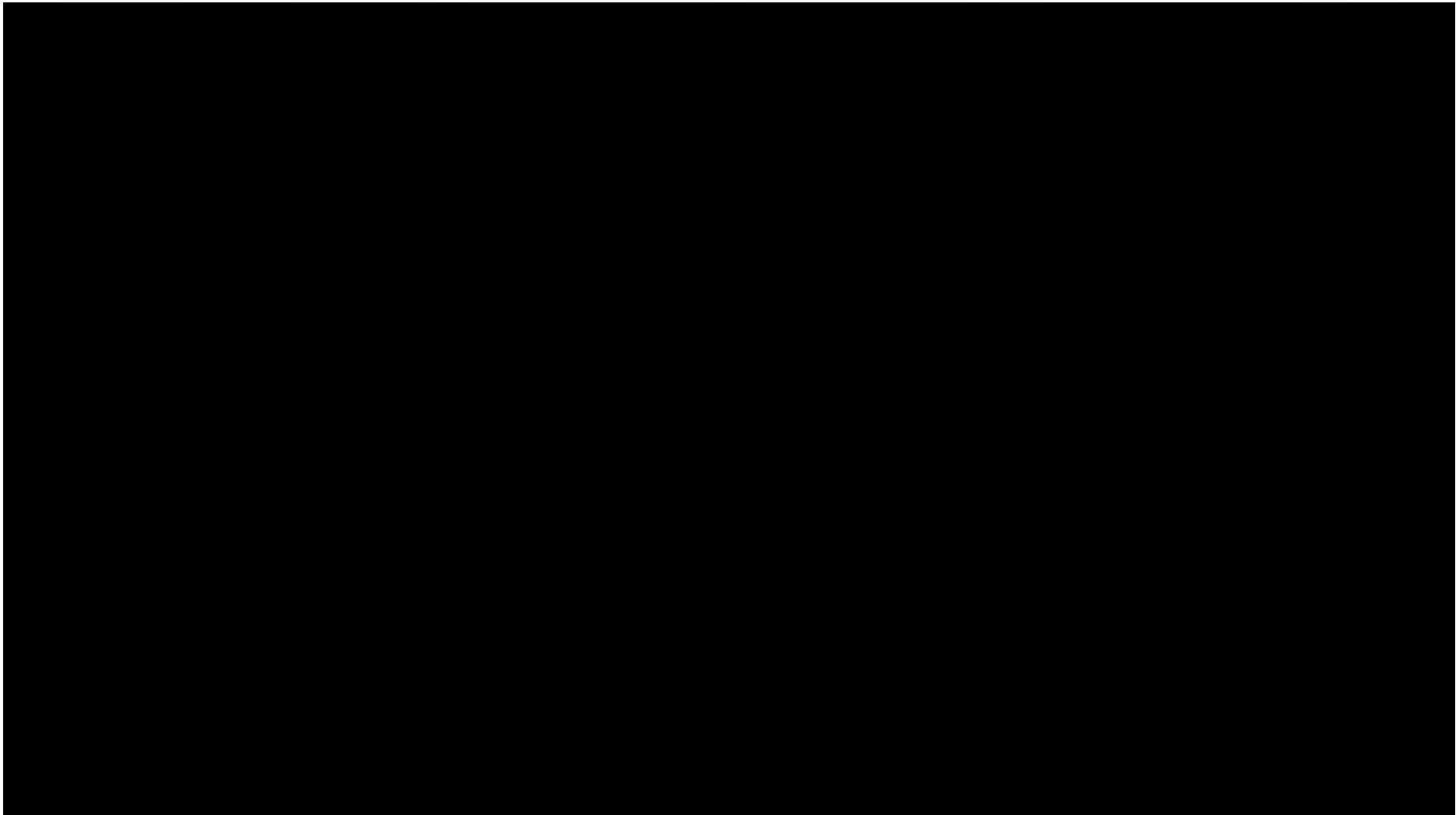




New Install

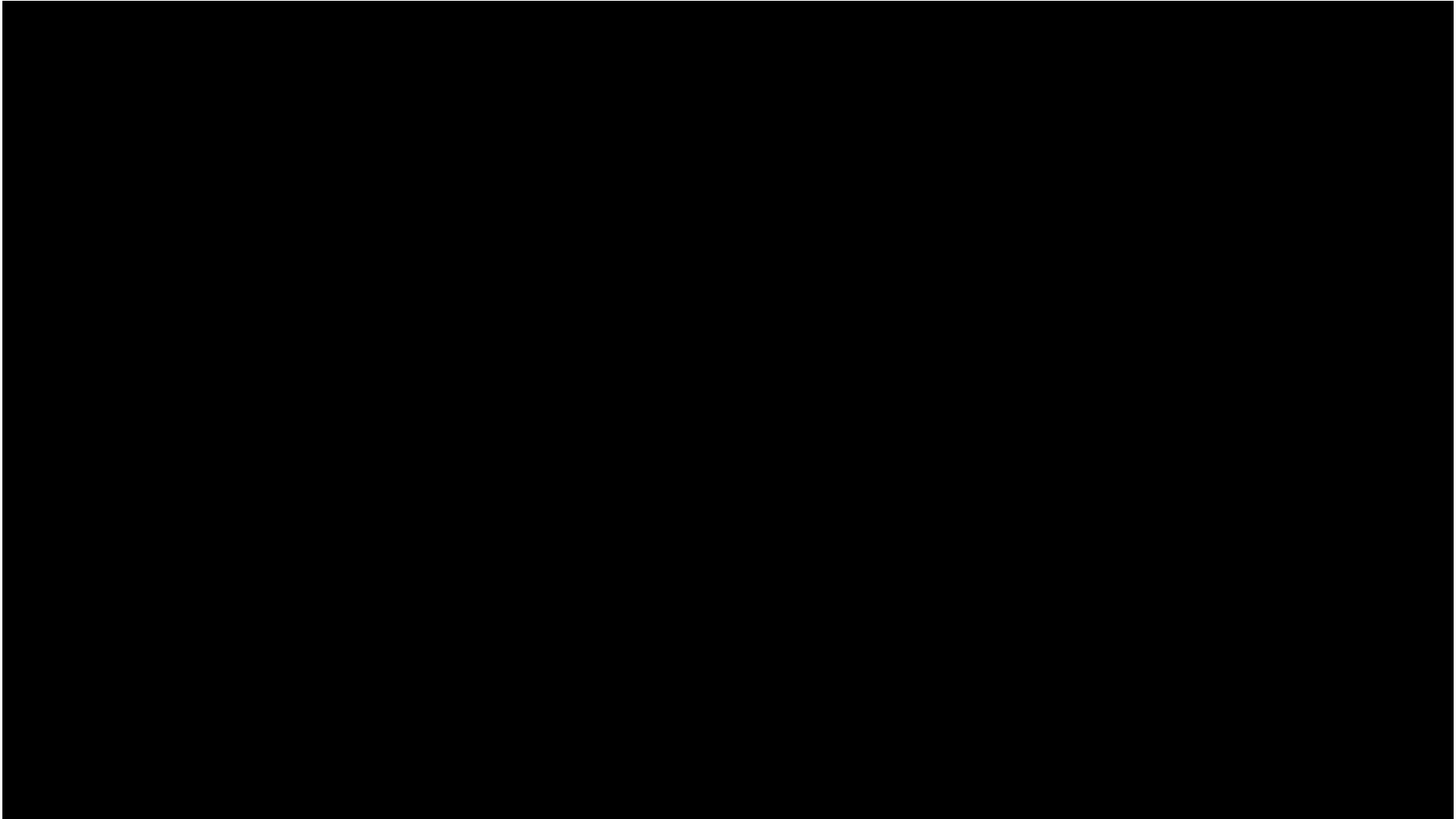


New Install





New Install

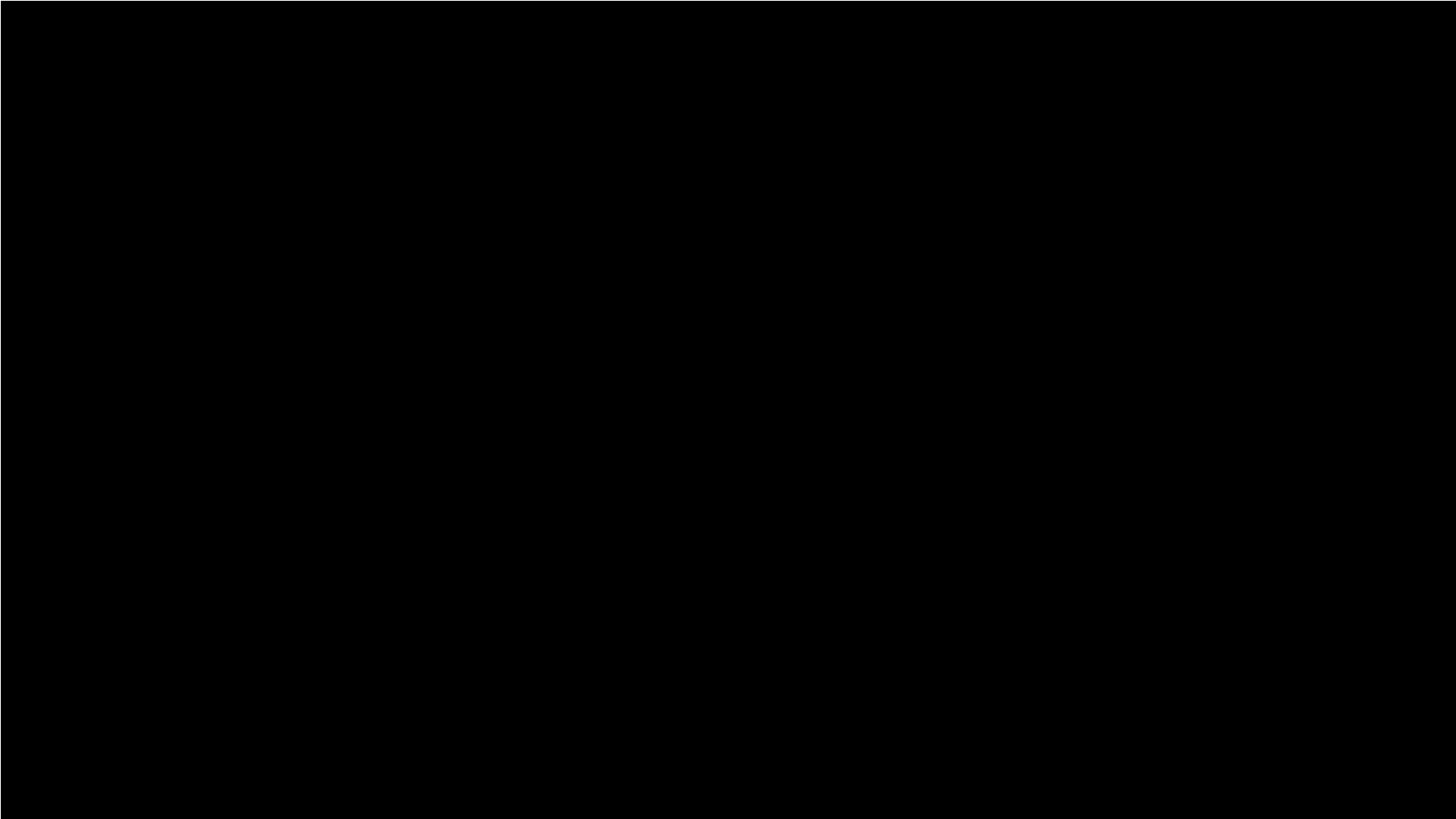




New Install



Change Order Activity





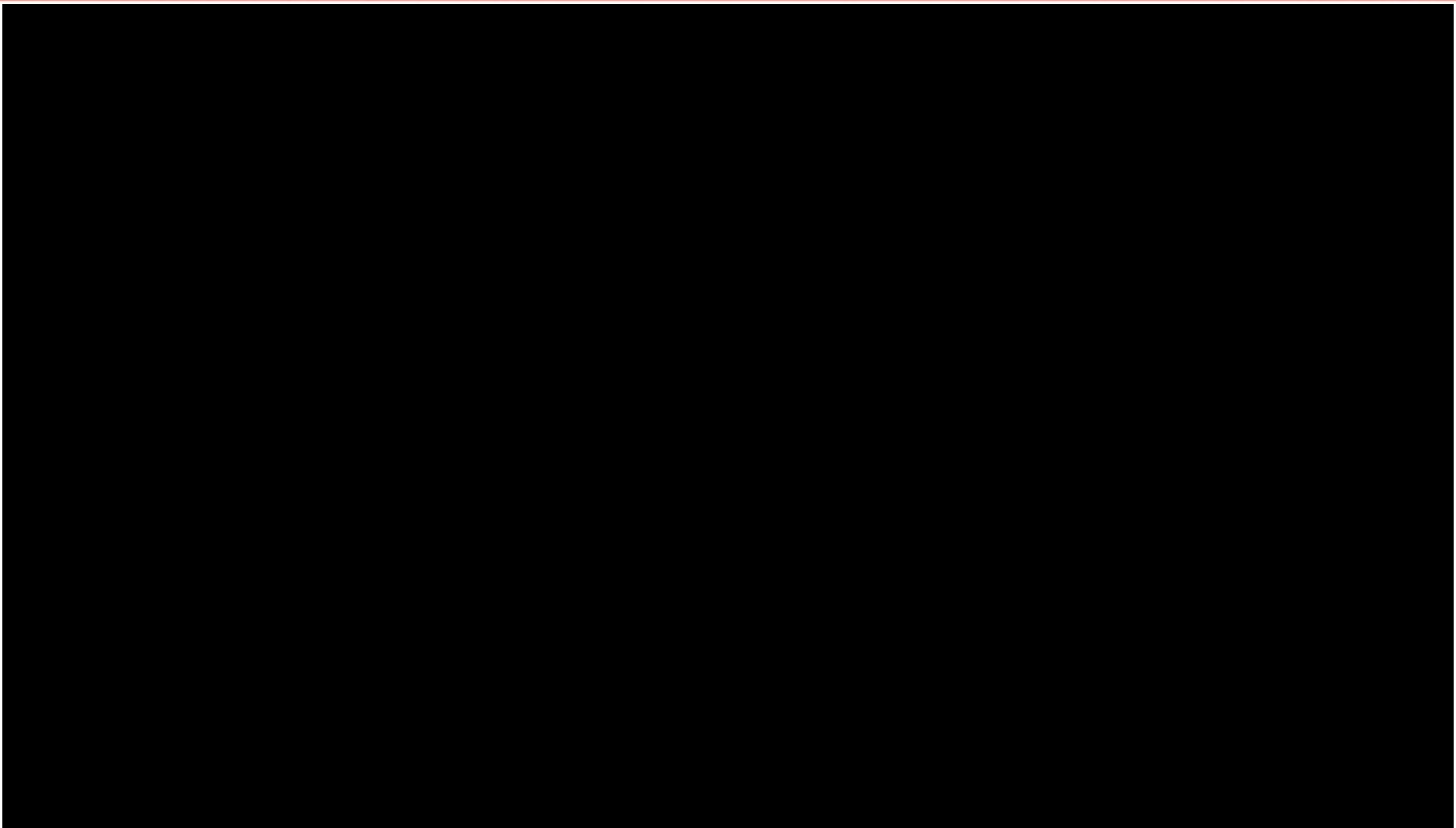
Change Order Activity CA Listing



Change Order Activity All Other States Listings

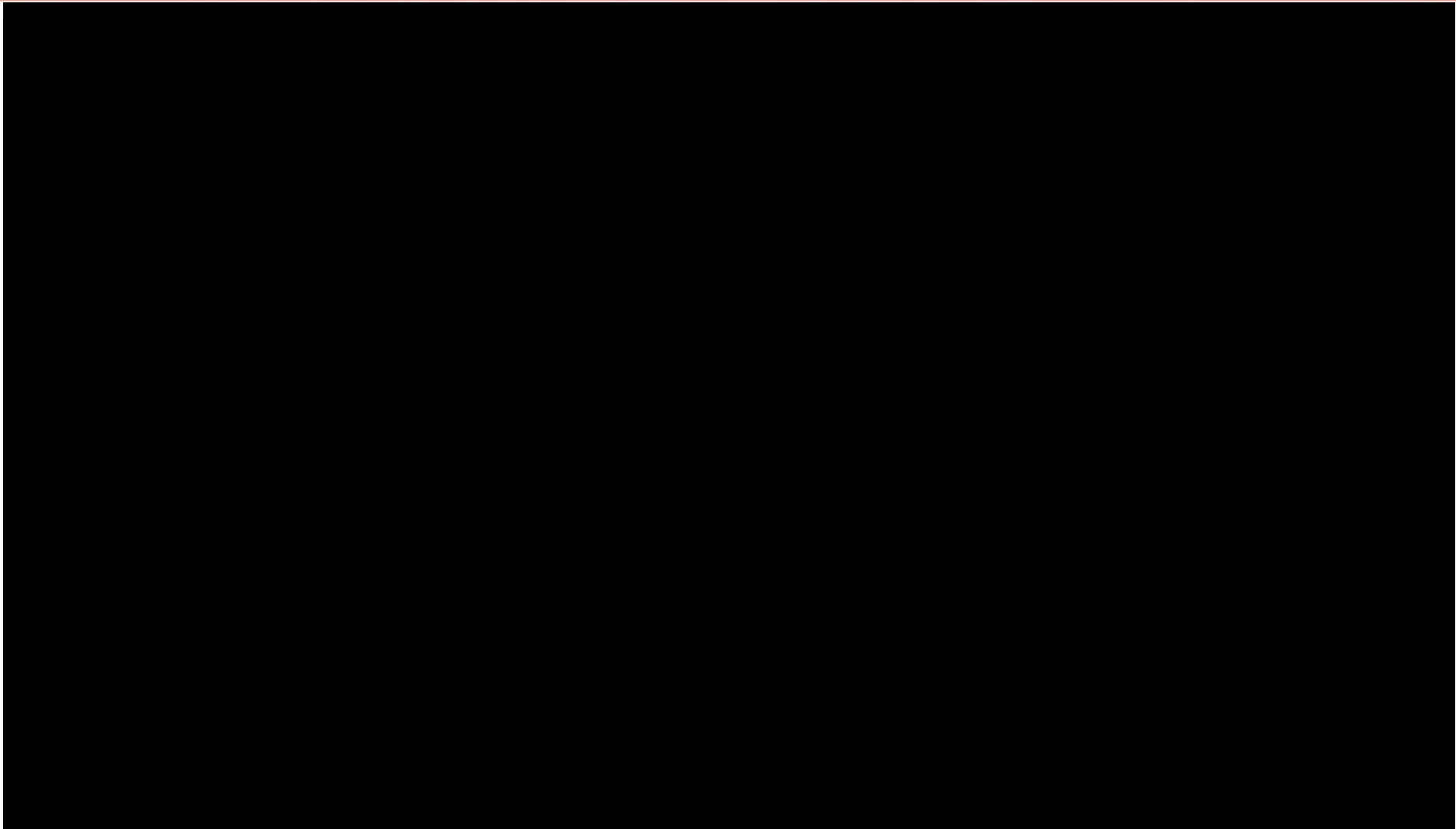


Change Order Activity



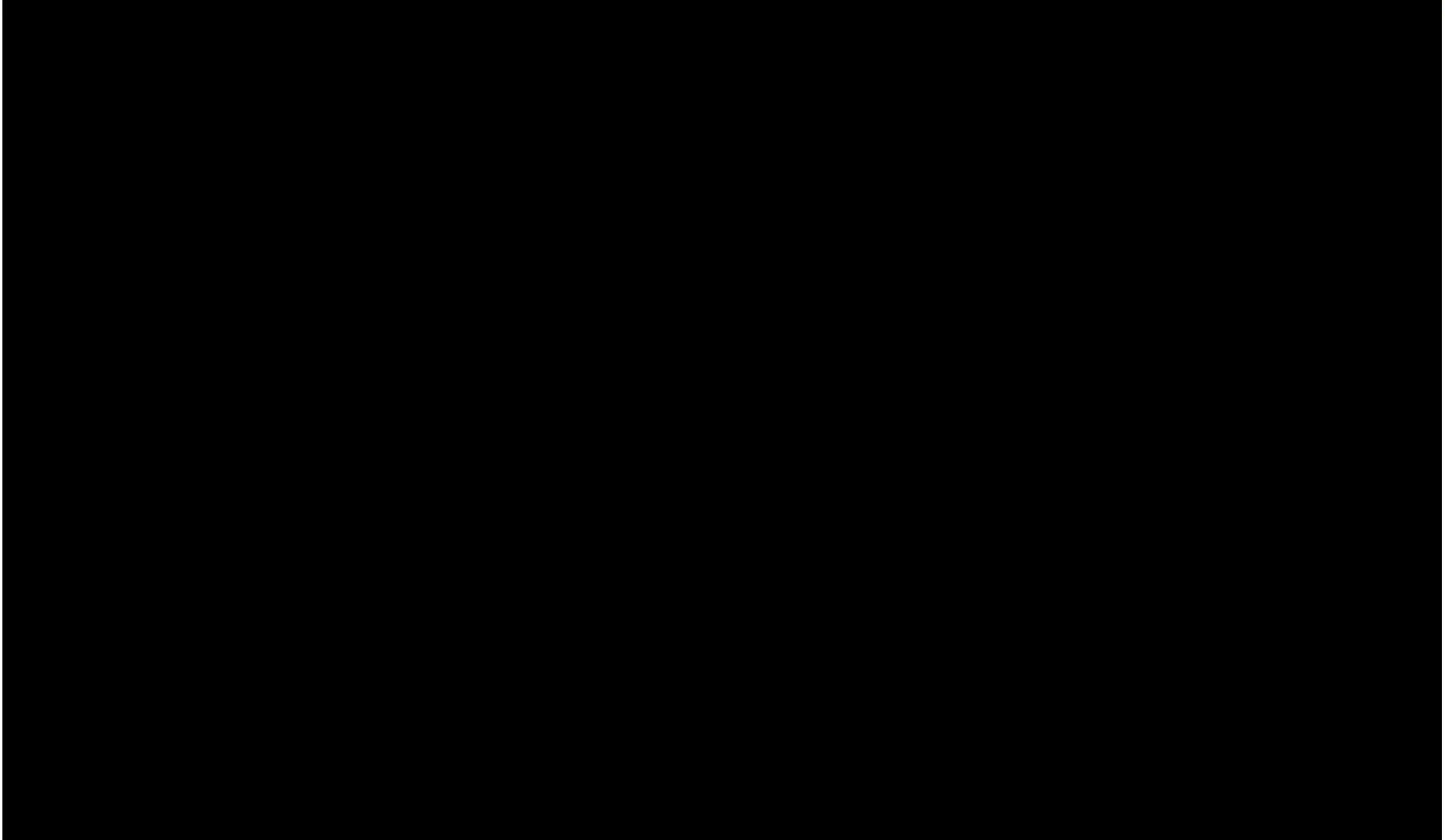


Vacation Suspend



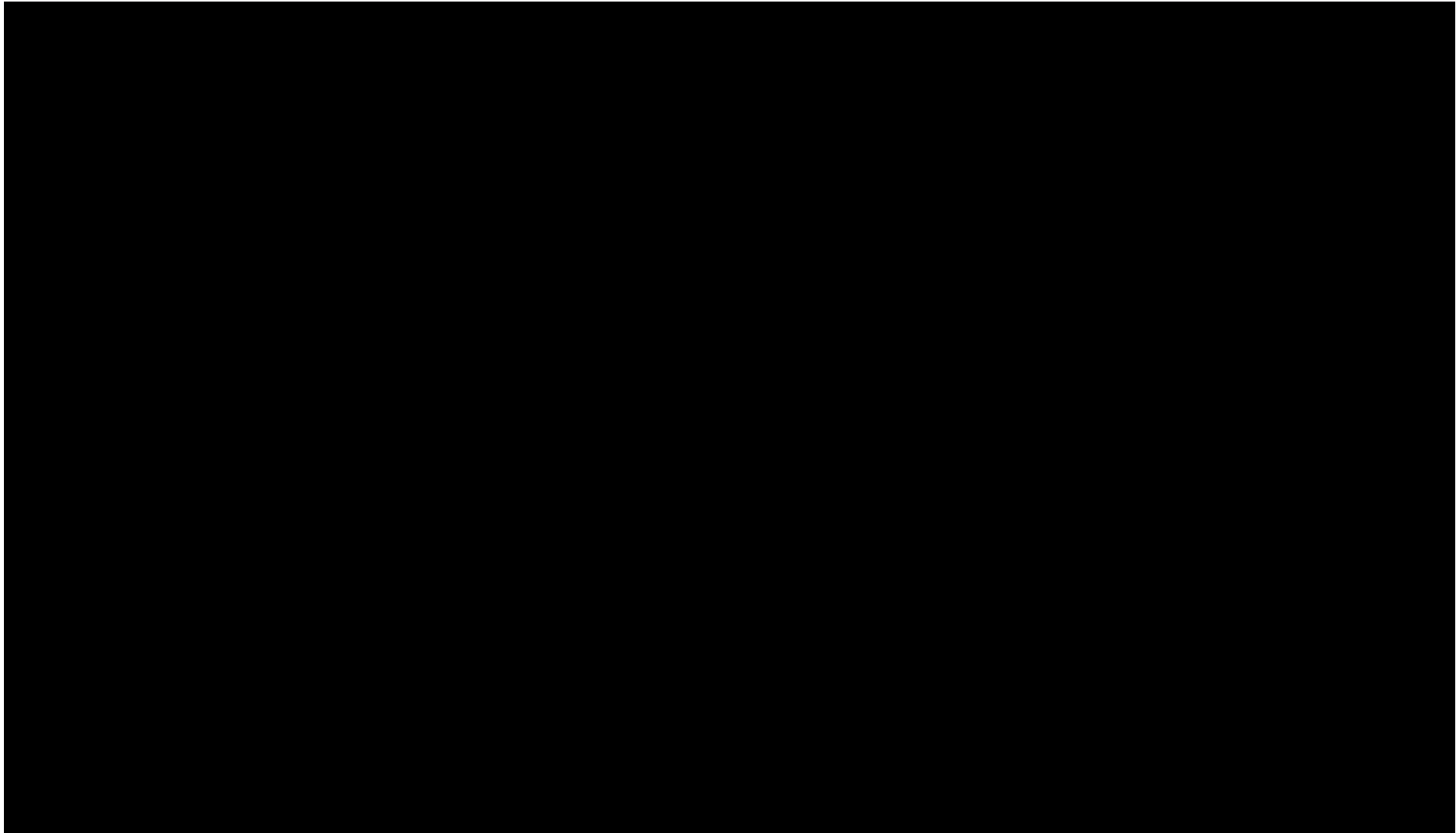


Vacation Suspend





Vacation Suspend

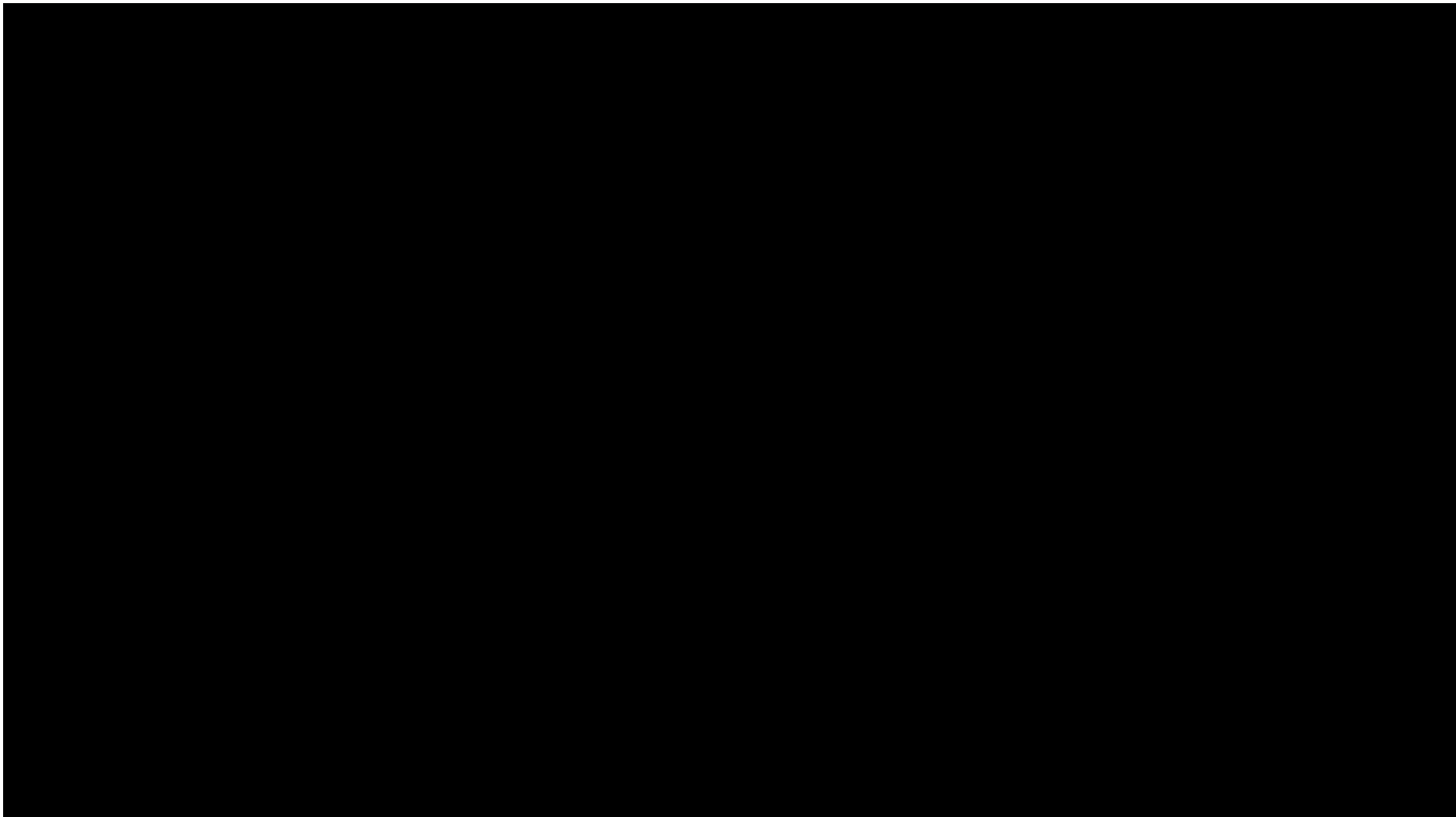




Downgrade to LEC Service



Learning Check

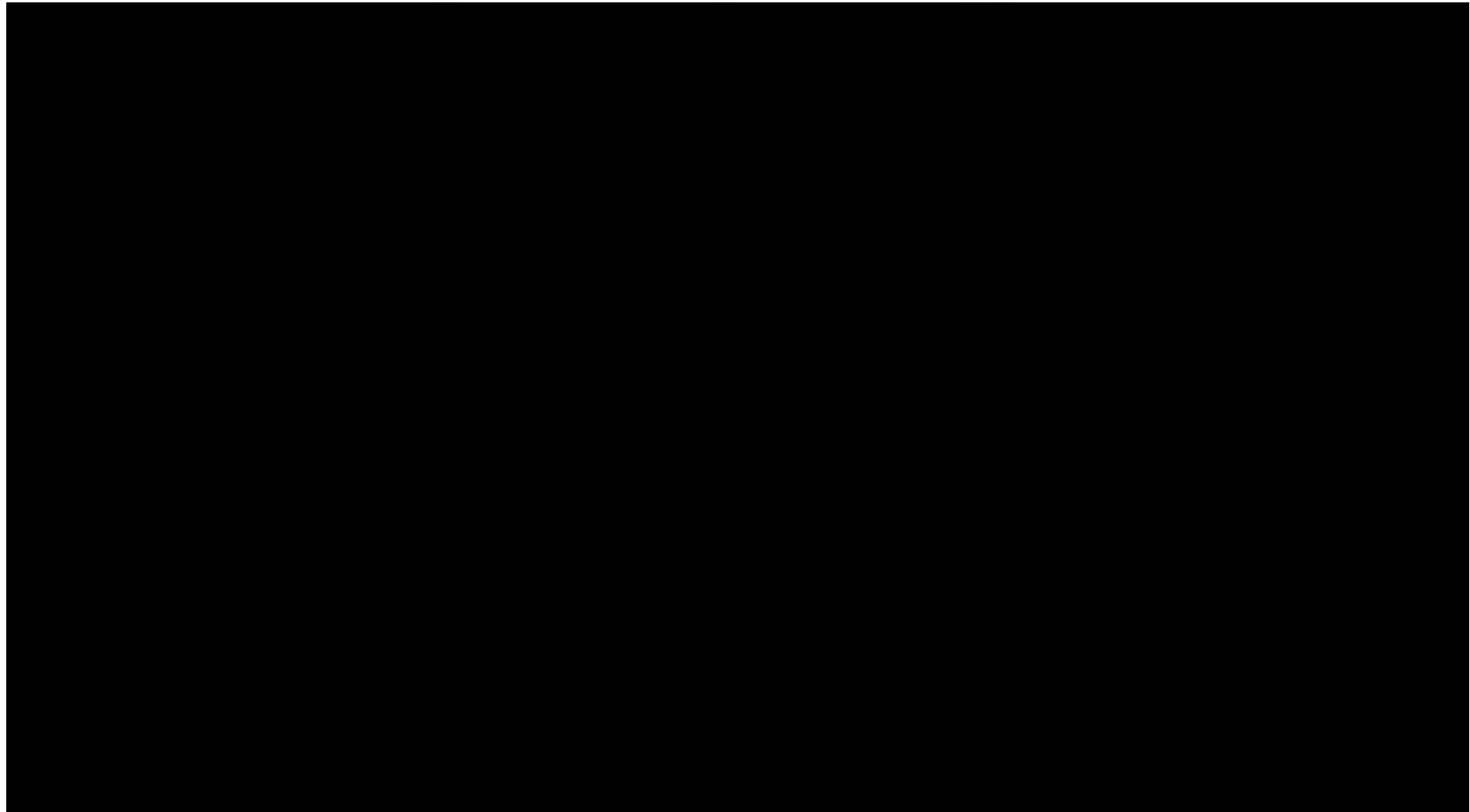




Verizon Voice Link – Billing

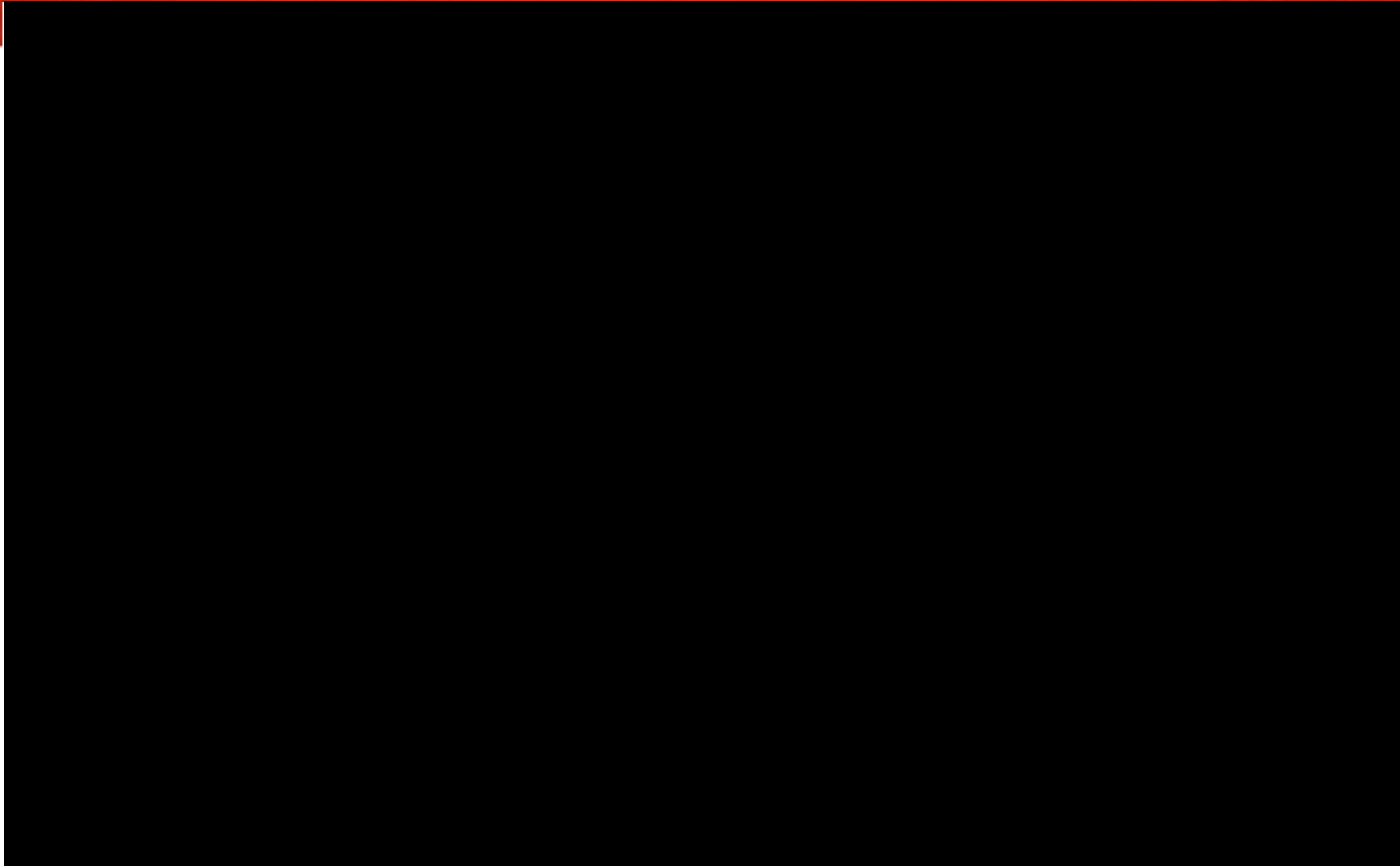


Verizon Voice Link – Billing



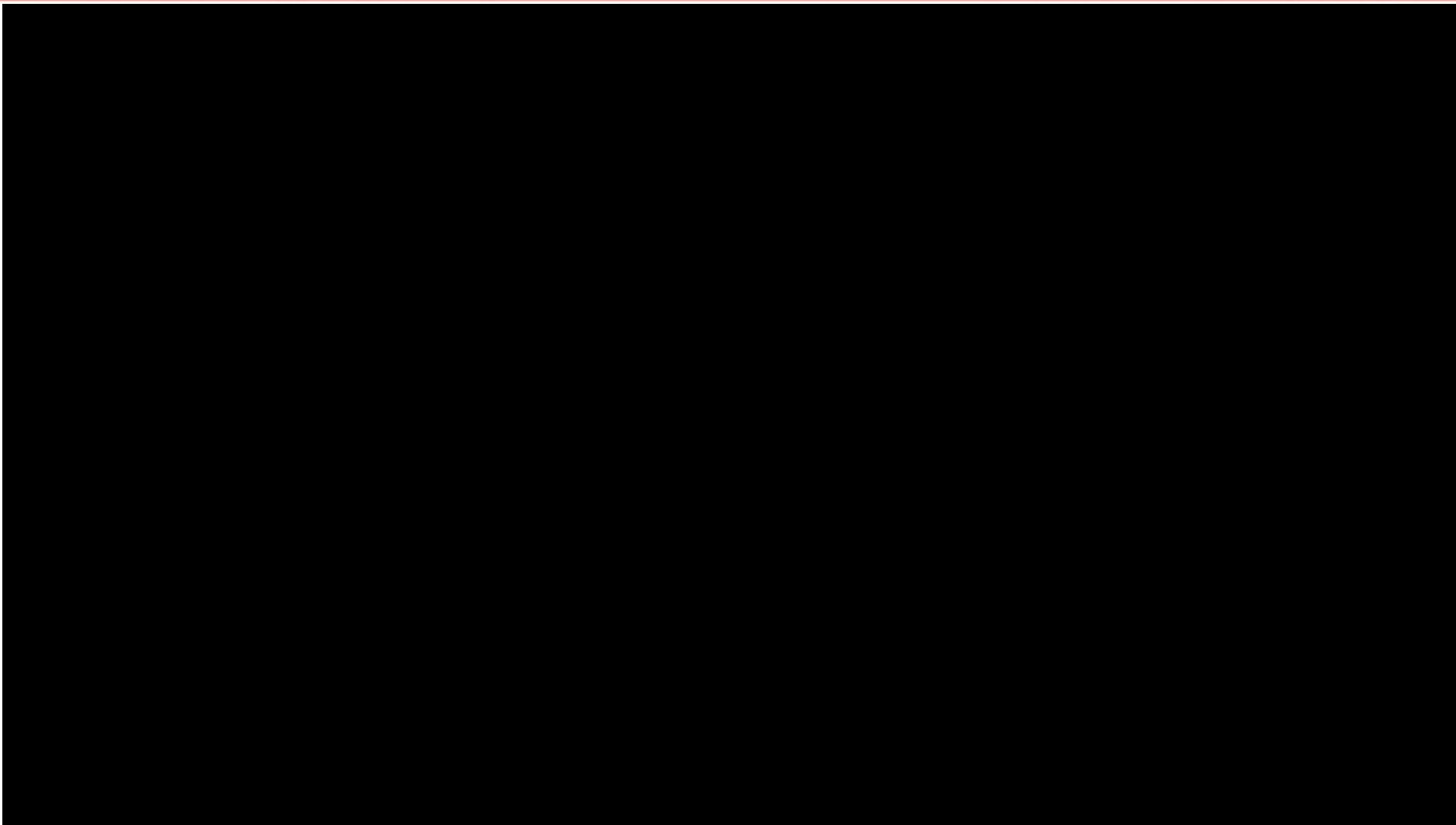


Verizon Voice Link – Billing



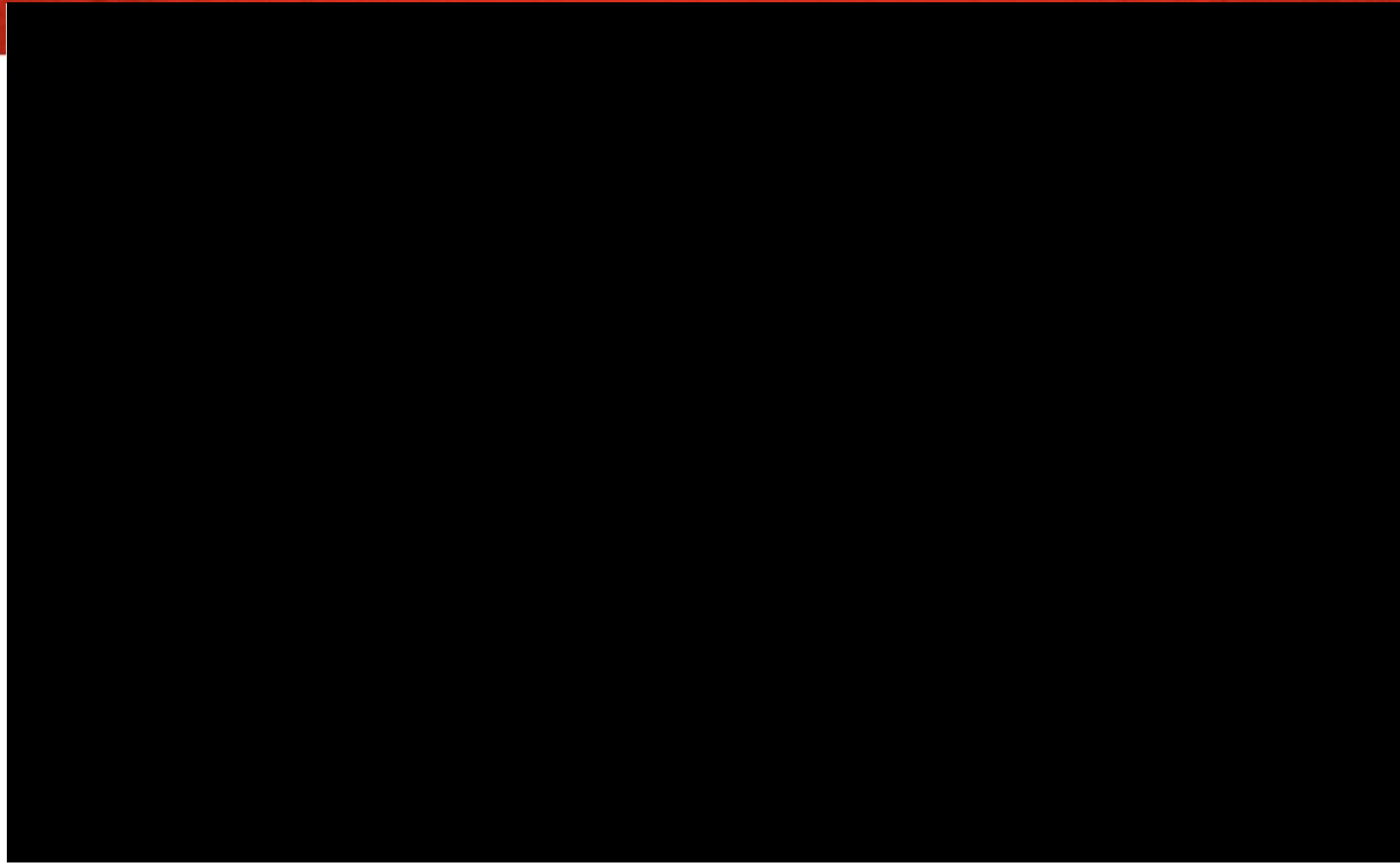


Billing





Billing





Verizon Voice Link – Supporting Documents

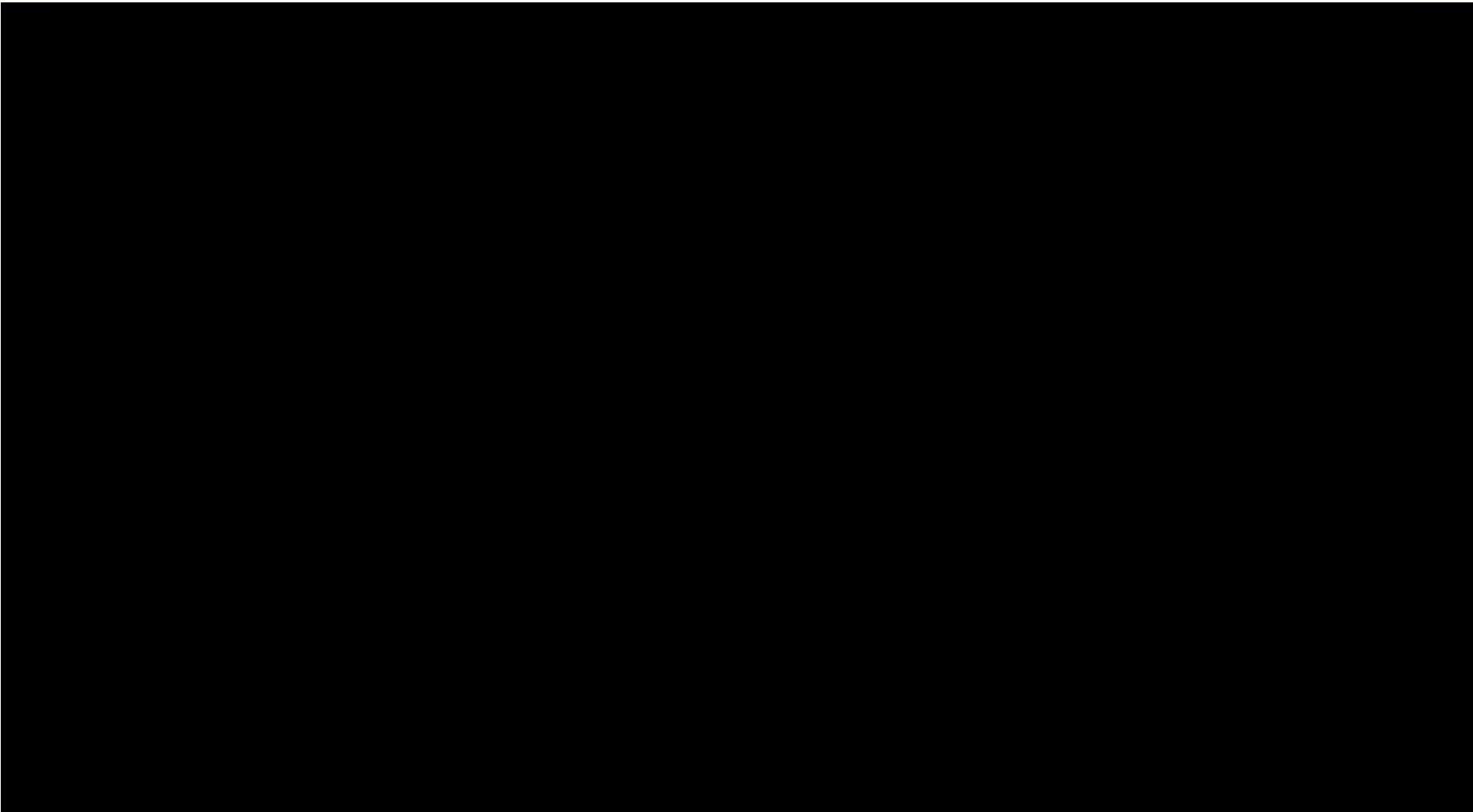
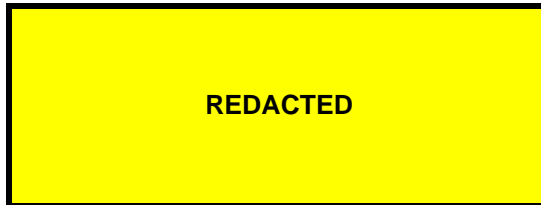


EXHIBIT IR-4[5]



REDACTED



VVL SEVEN SUCCESSFUL STEPS

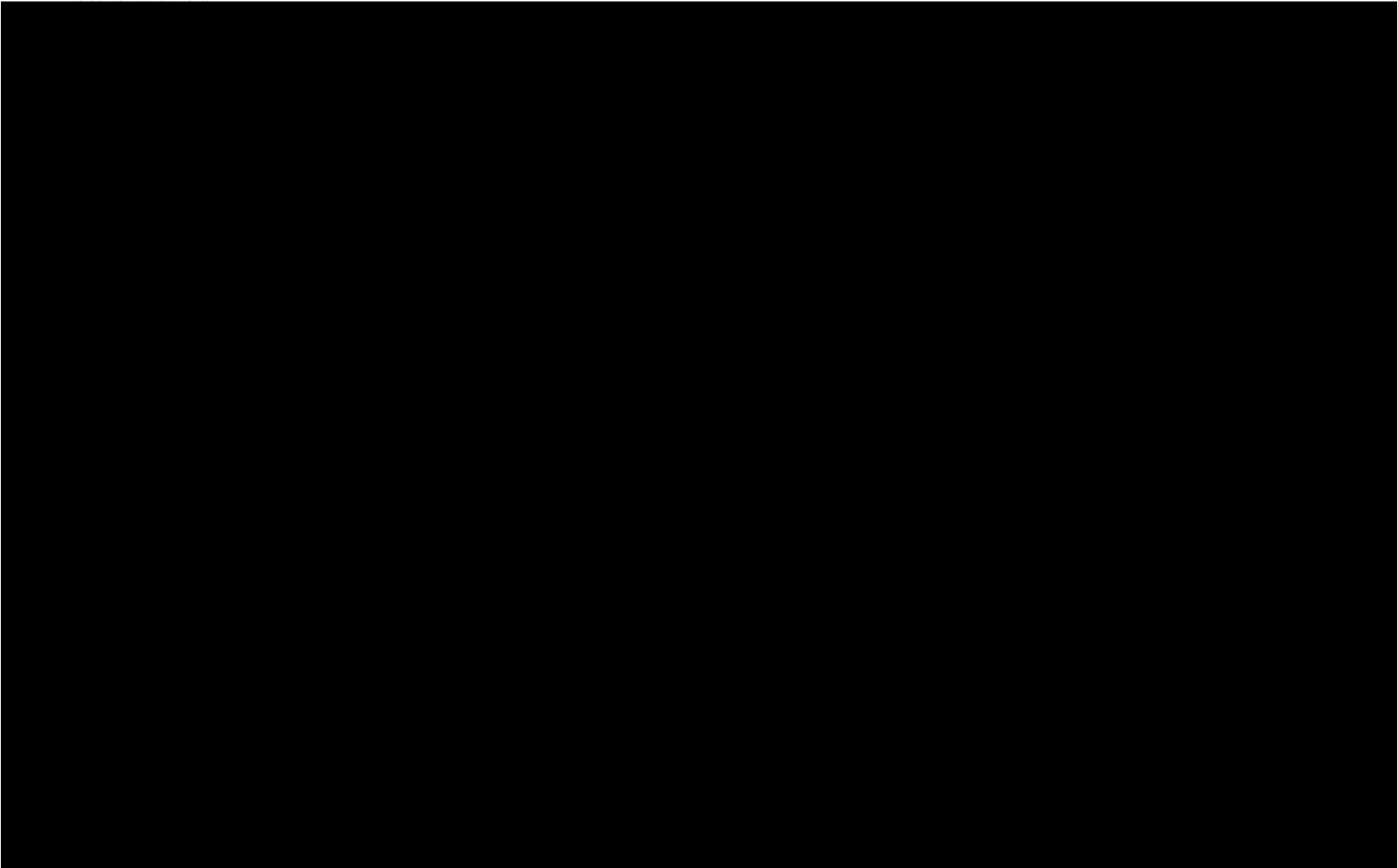
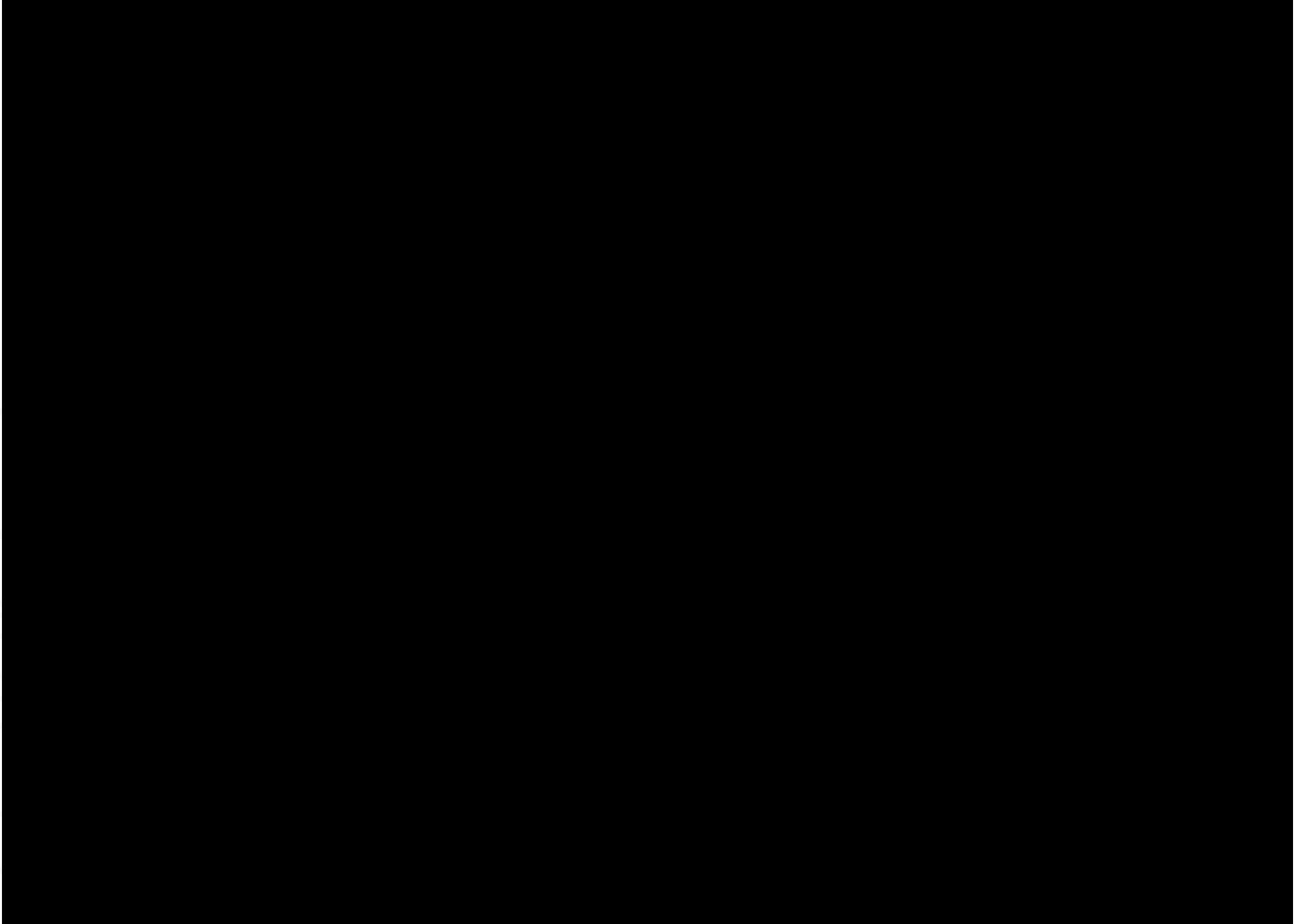
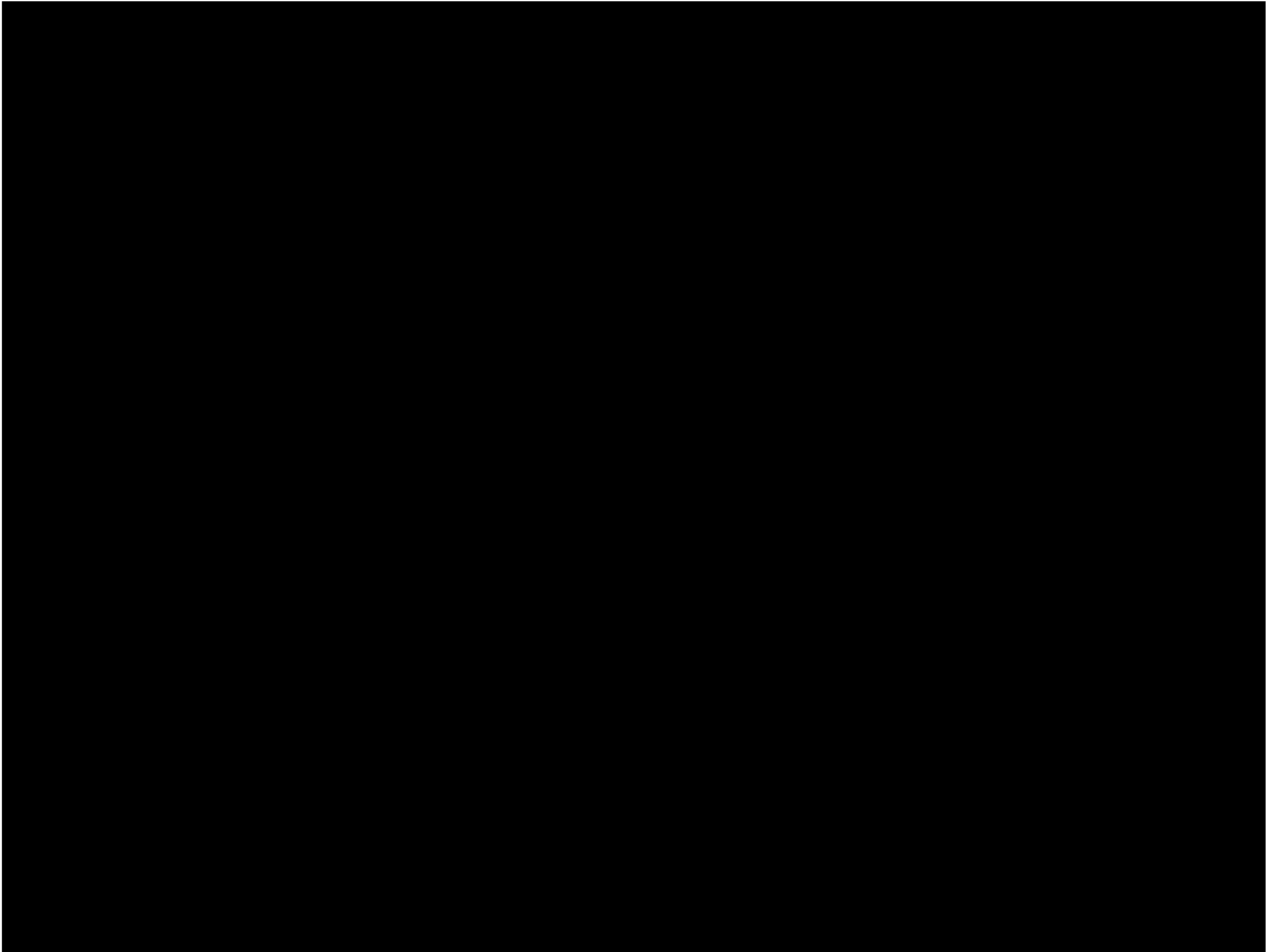


EXHIBIT IR-4[6]



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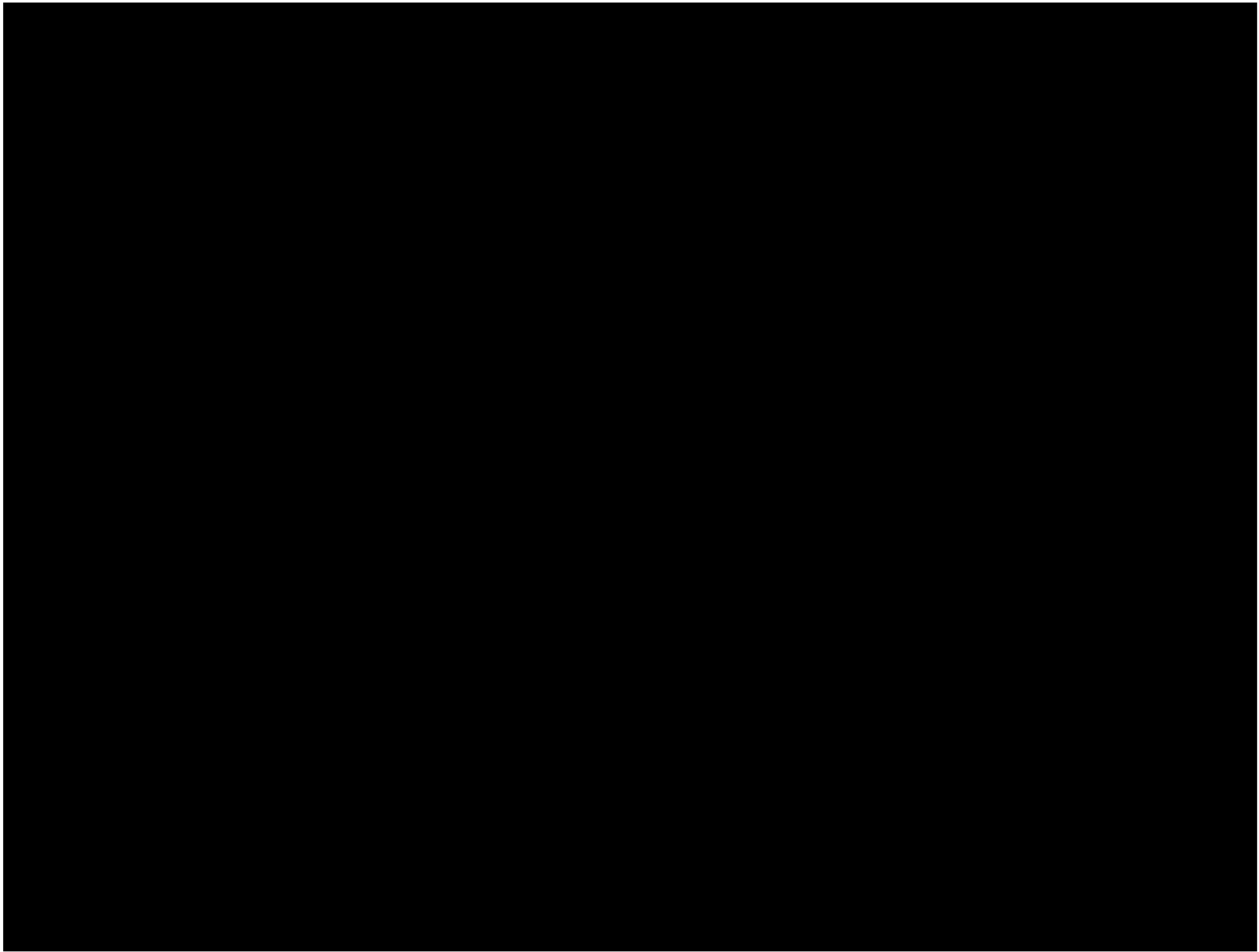
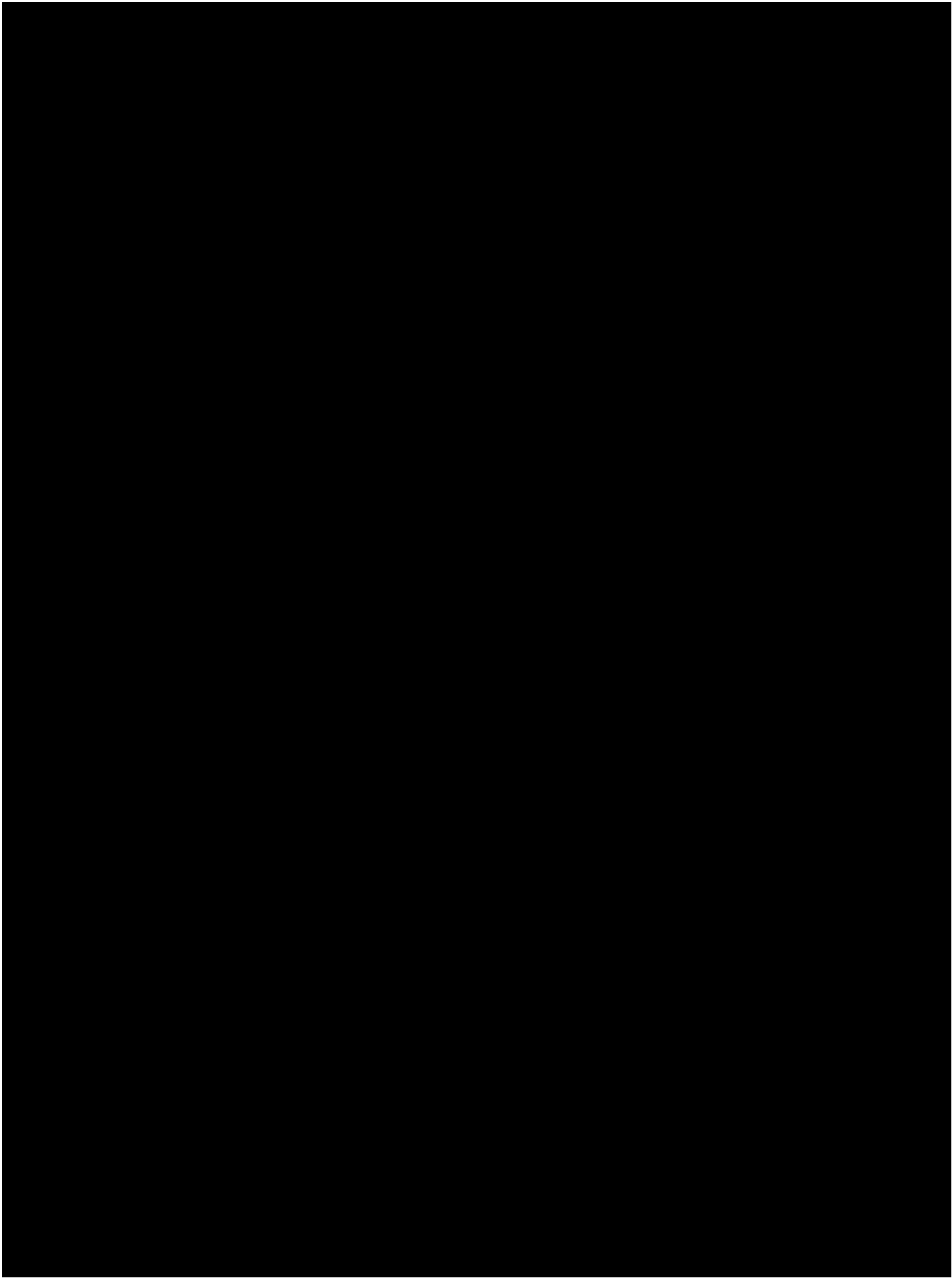
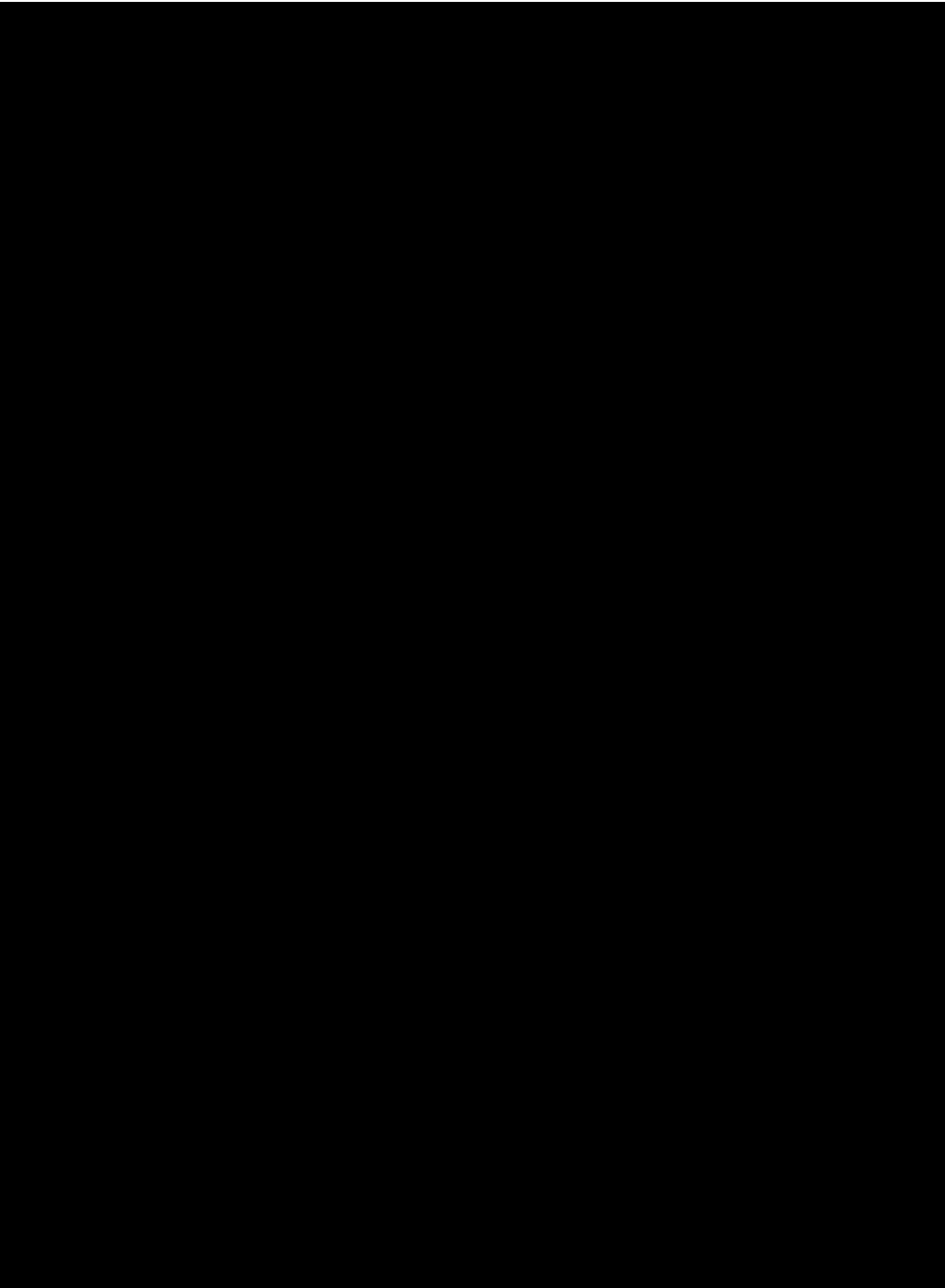


EXHIBIT IR-4[7]

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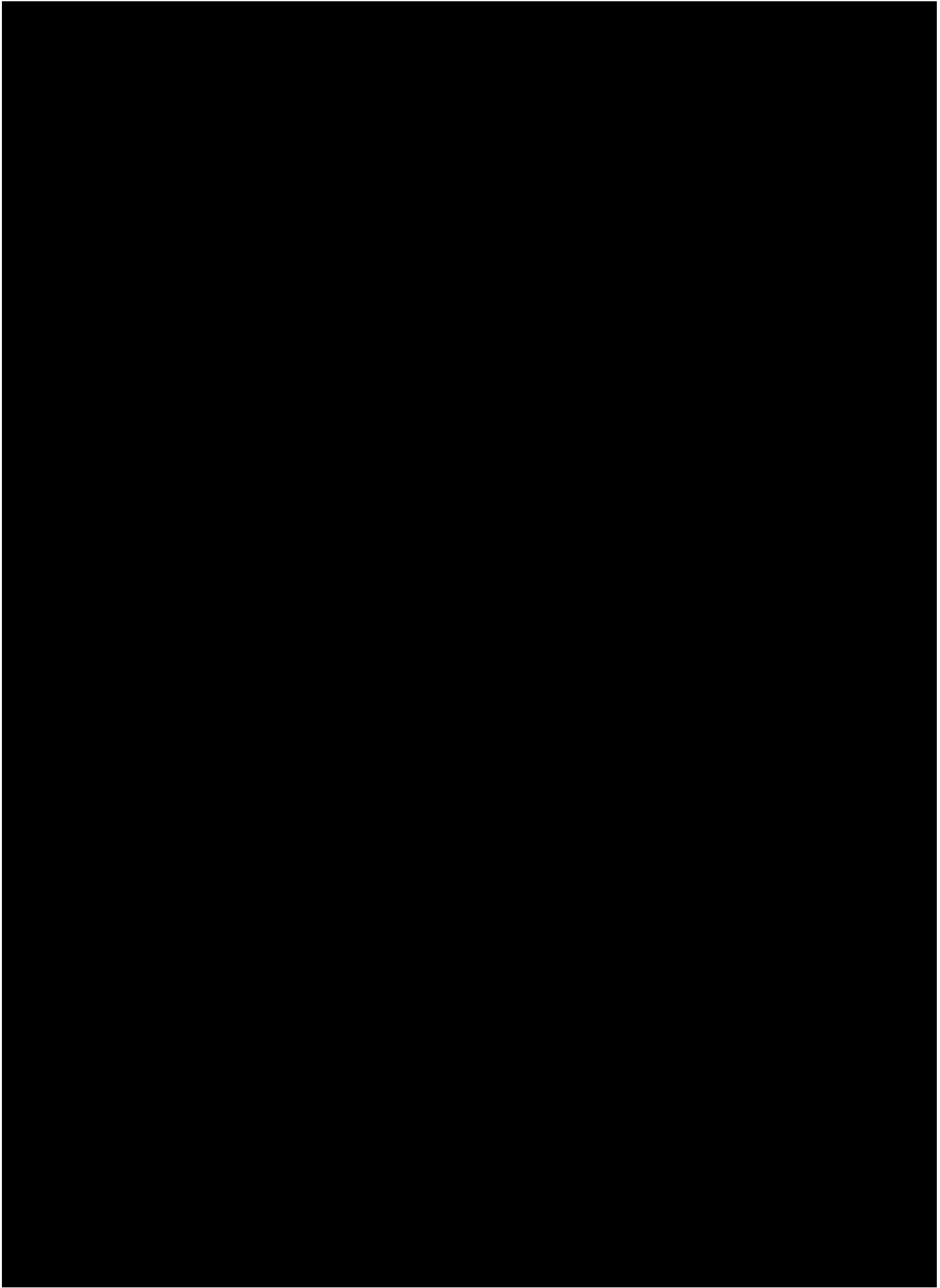
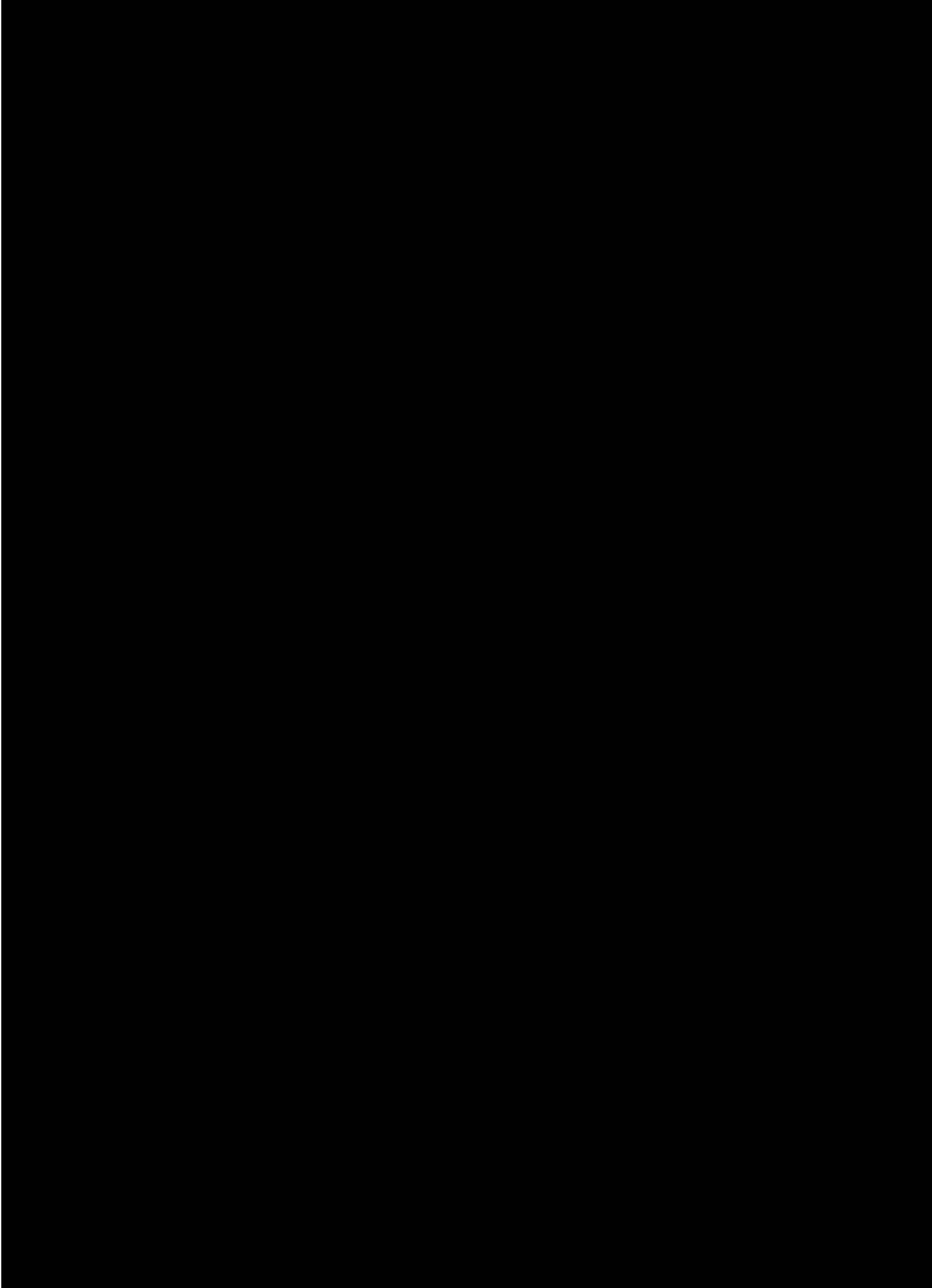


EXHIBIT IR-4[8]

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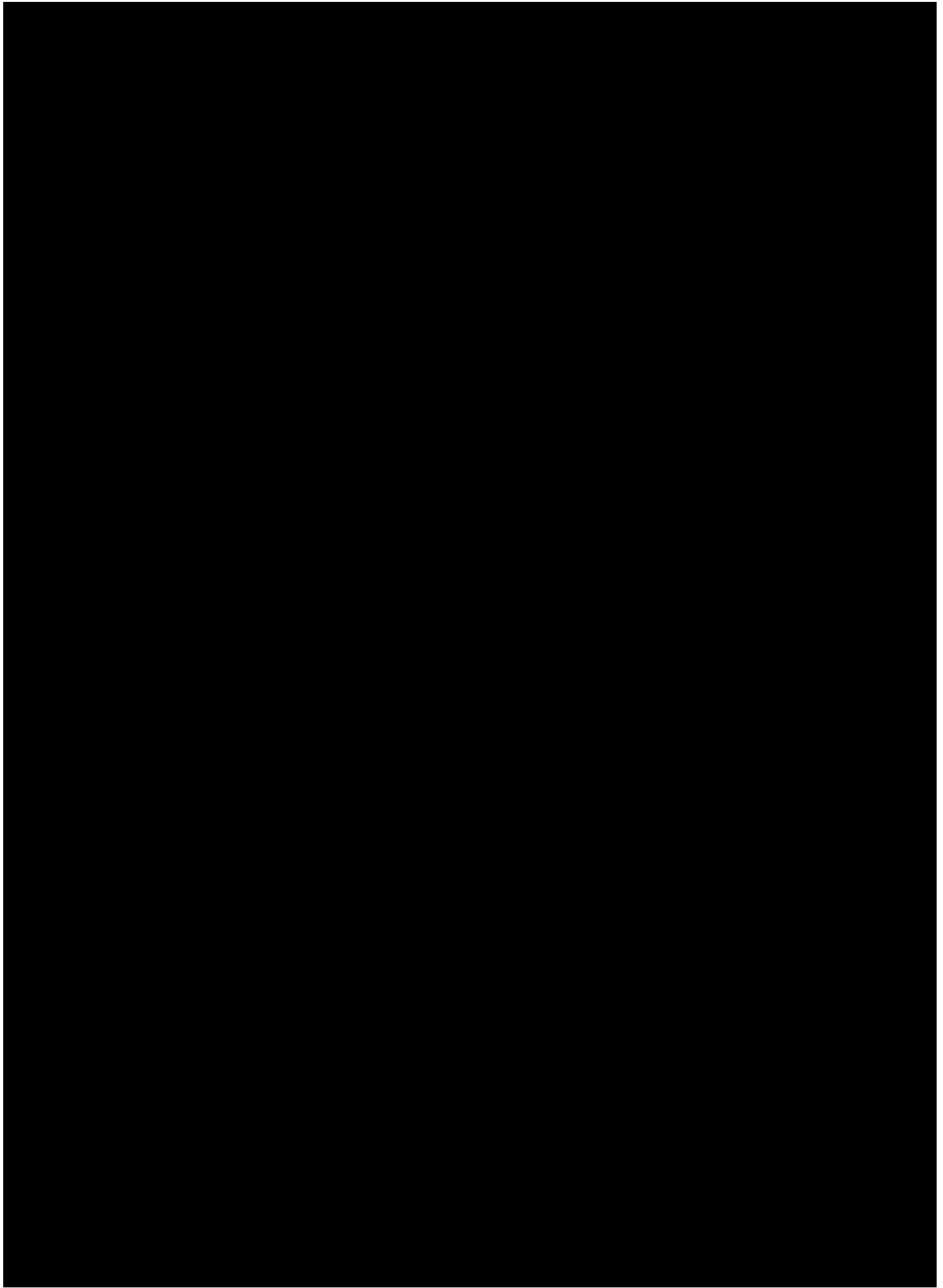
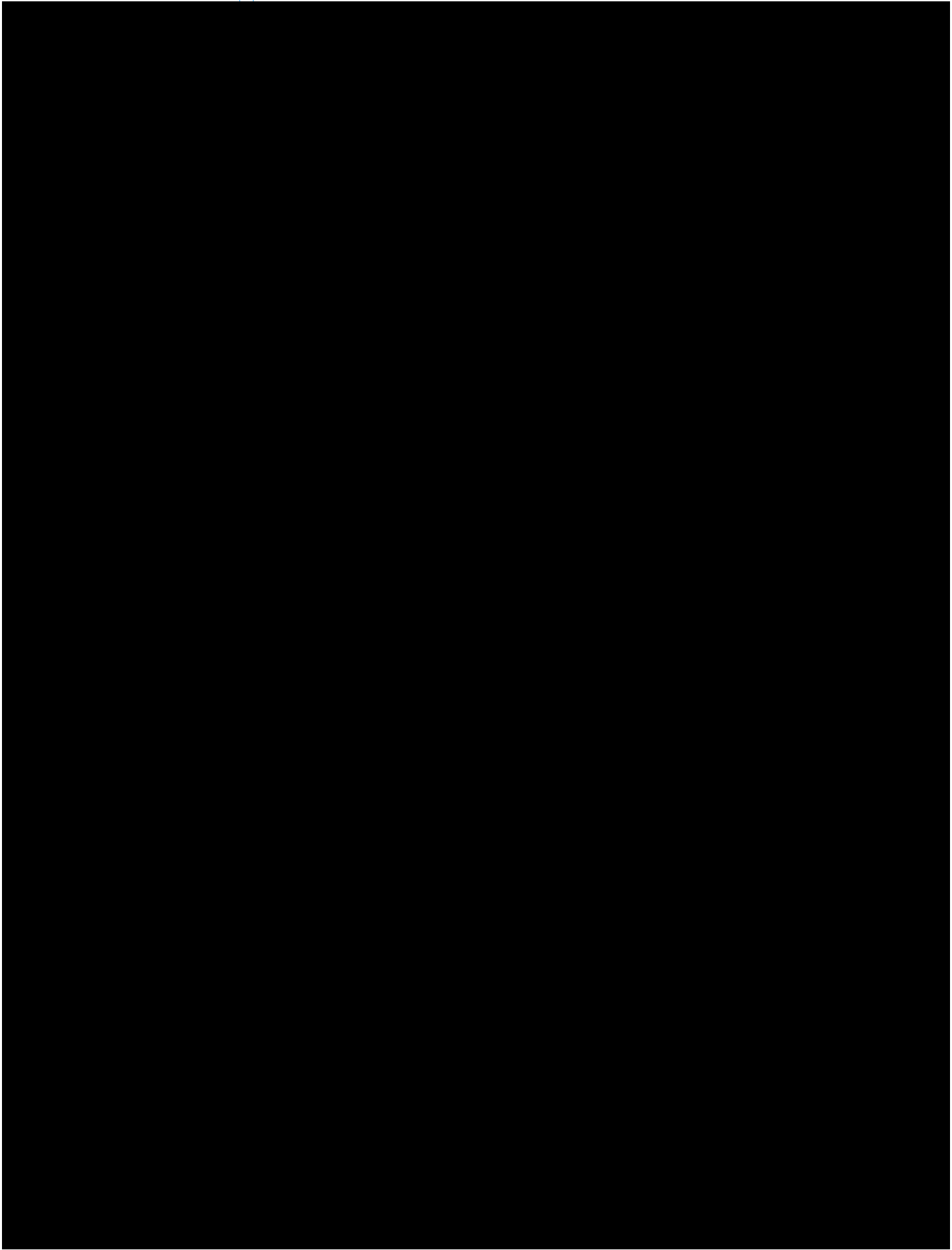


EXHIBIT IR-4[9]

REDACTED

Notifications | [Close](#) | [Browse Questions](#) | [Ask Questions](#)

Verizon Voice Link used in NJ Barrier Islands and NY for Storm Impacted Customers



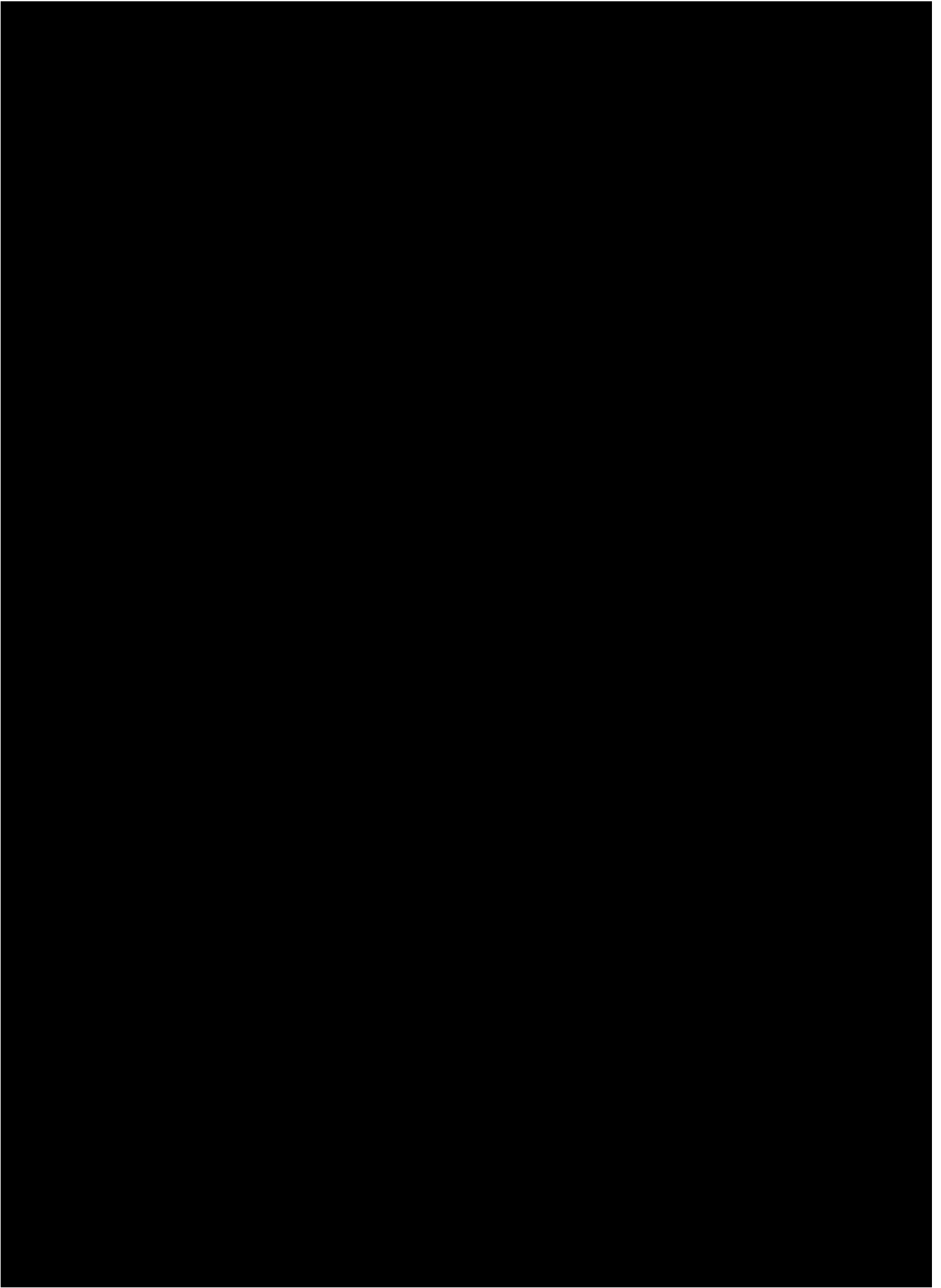
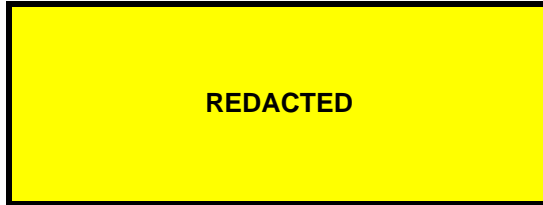


EXHIBIT IR-4[10]



NATIONAL *Method & Procedure*
OPERATIONS *Release*
SUPPORT



Provisioning & Maintenance
I&M FiOS Process & System Support

DOC. No.: 2013-00111-MDP

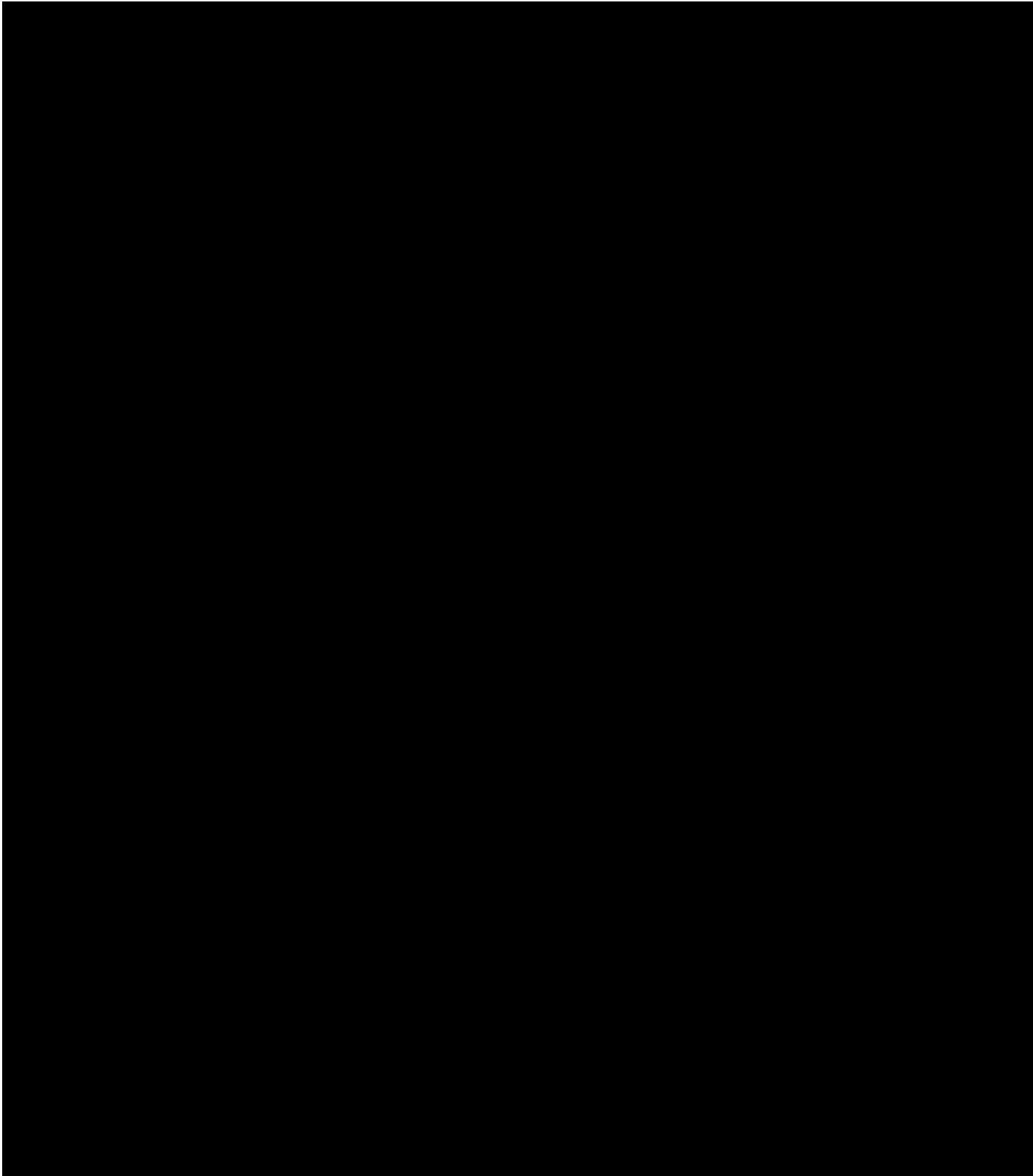
ISSUE: A

ISSUE DATE: 06/14/13

NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

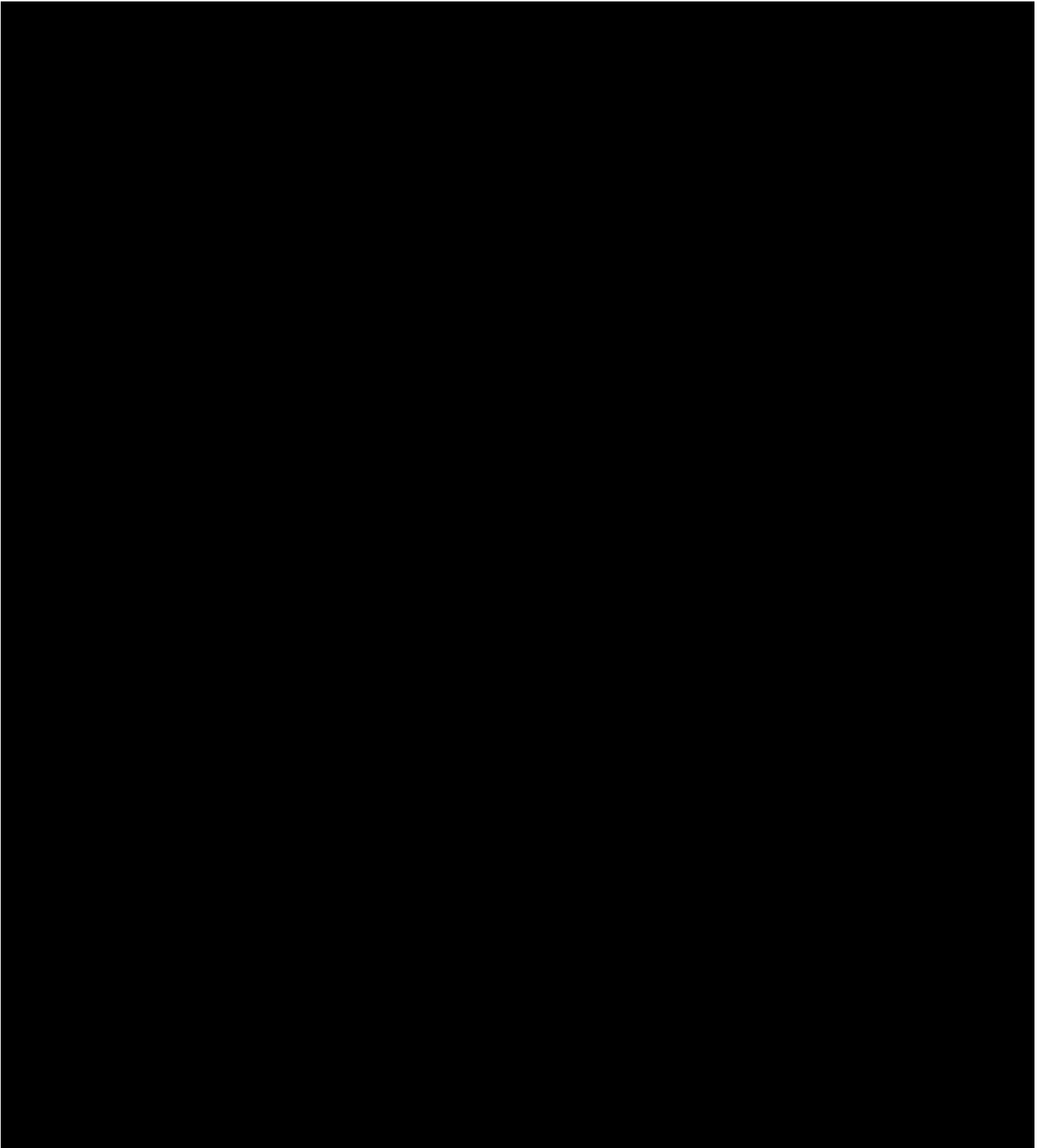


Overview:



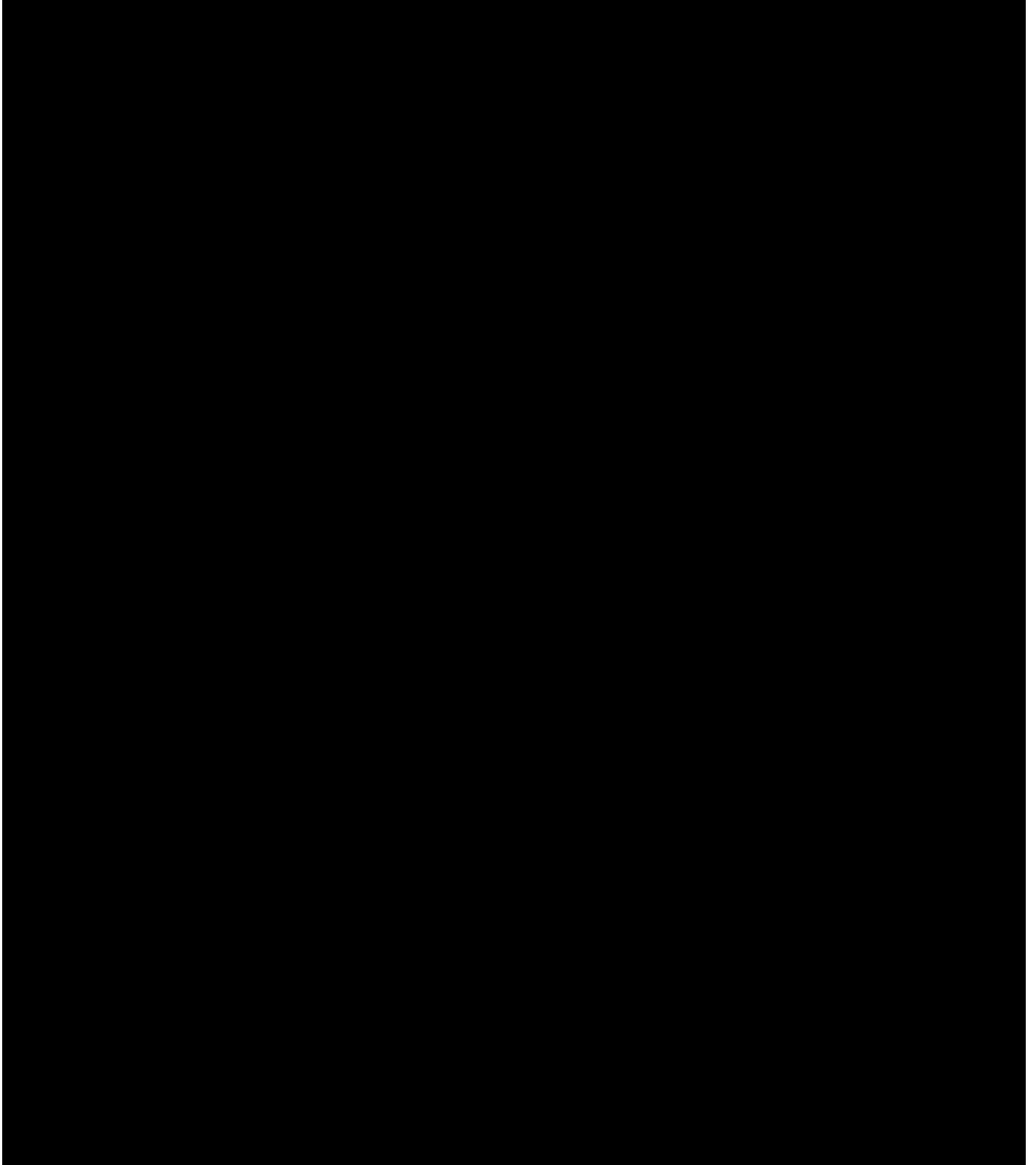
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Service Orders:



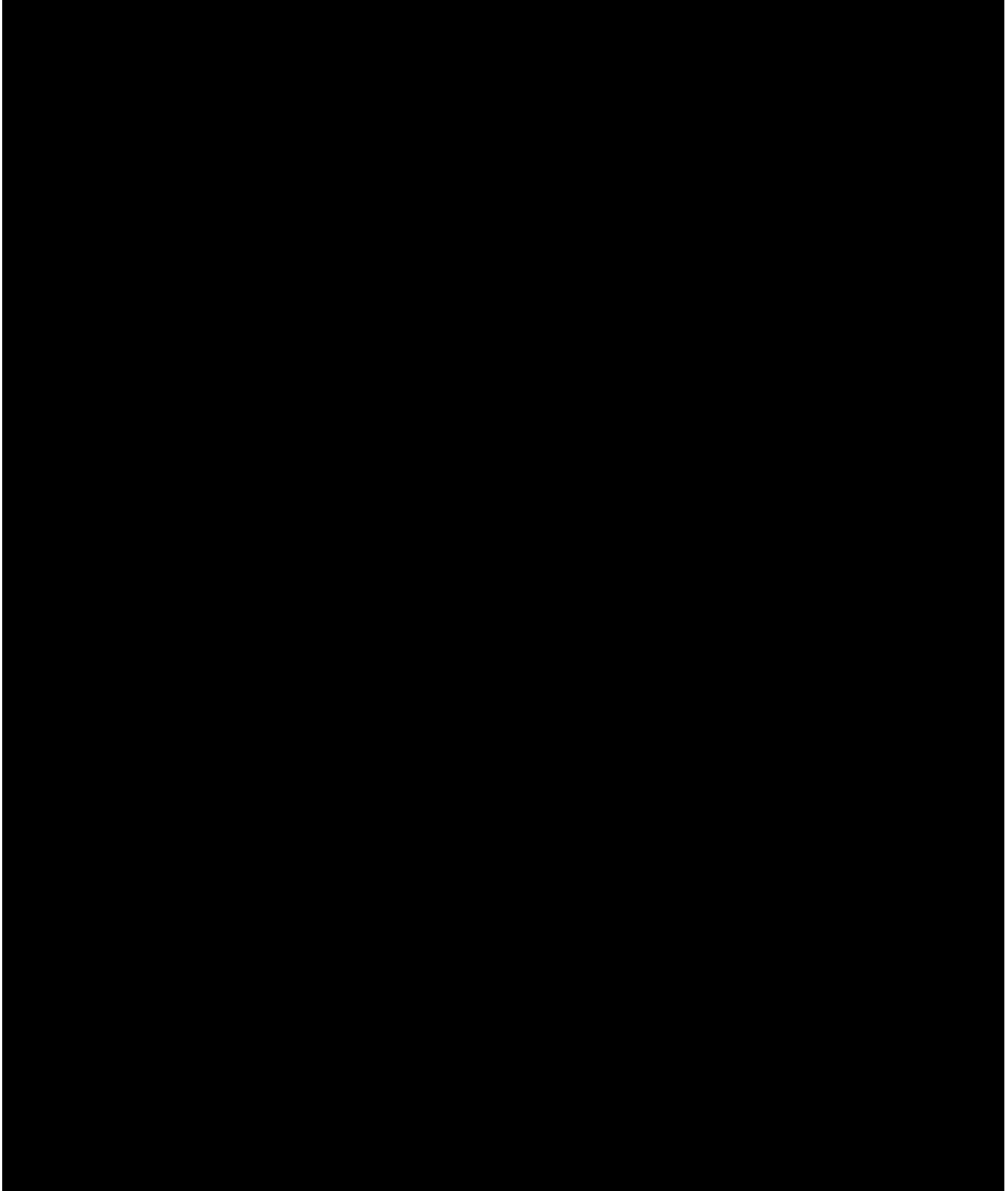
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Service Orders (Continued):



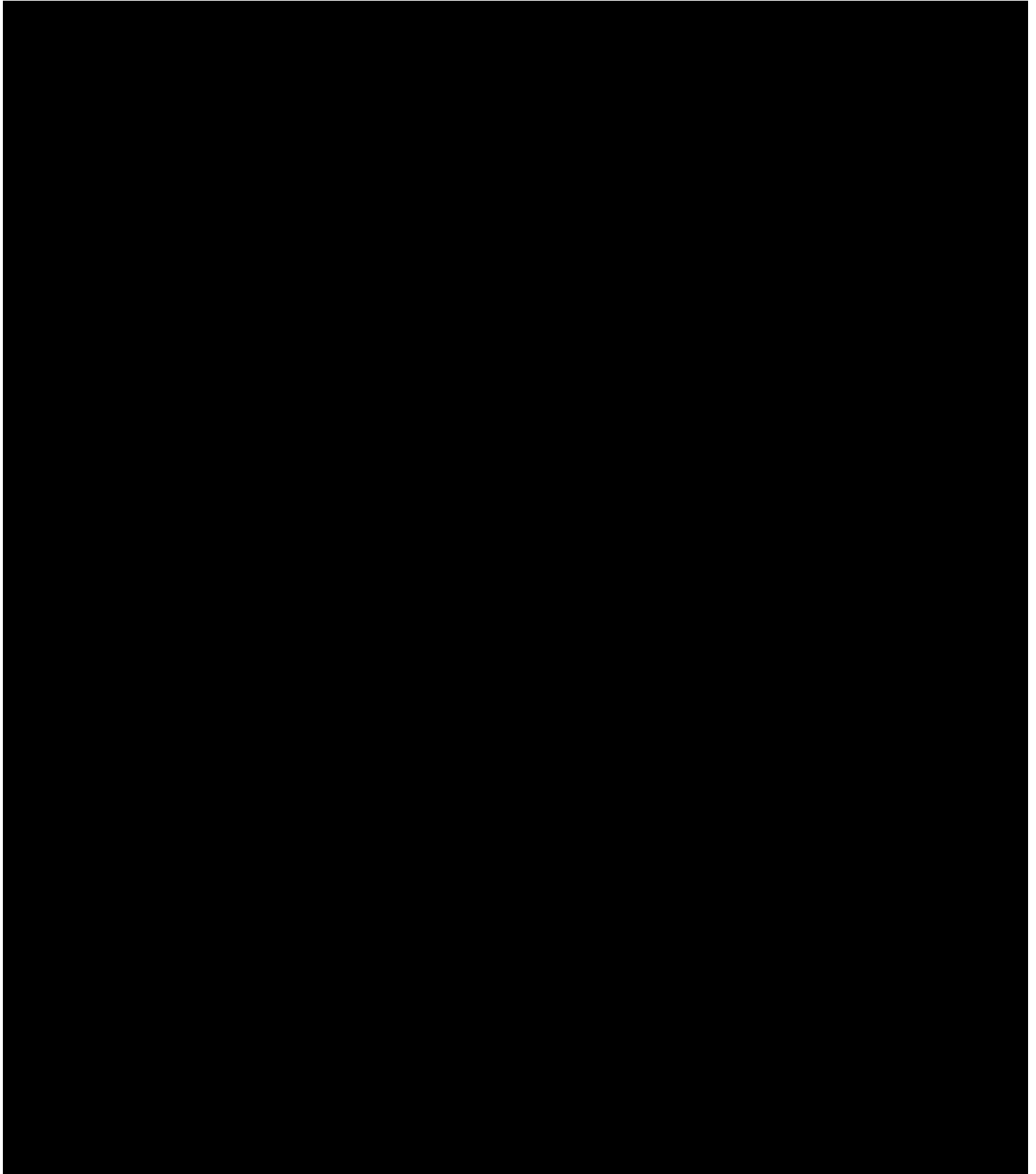
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Service Orders (Continued):



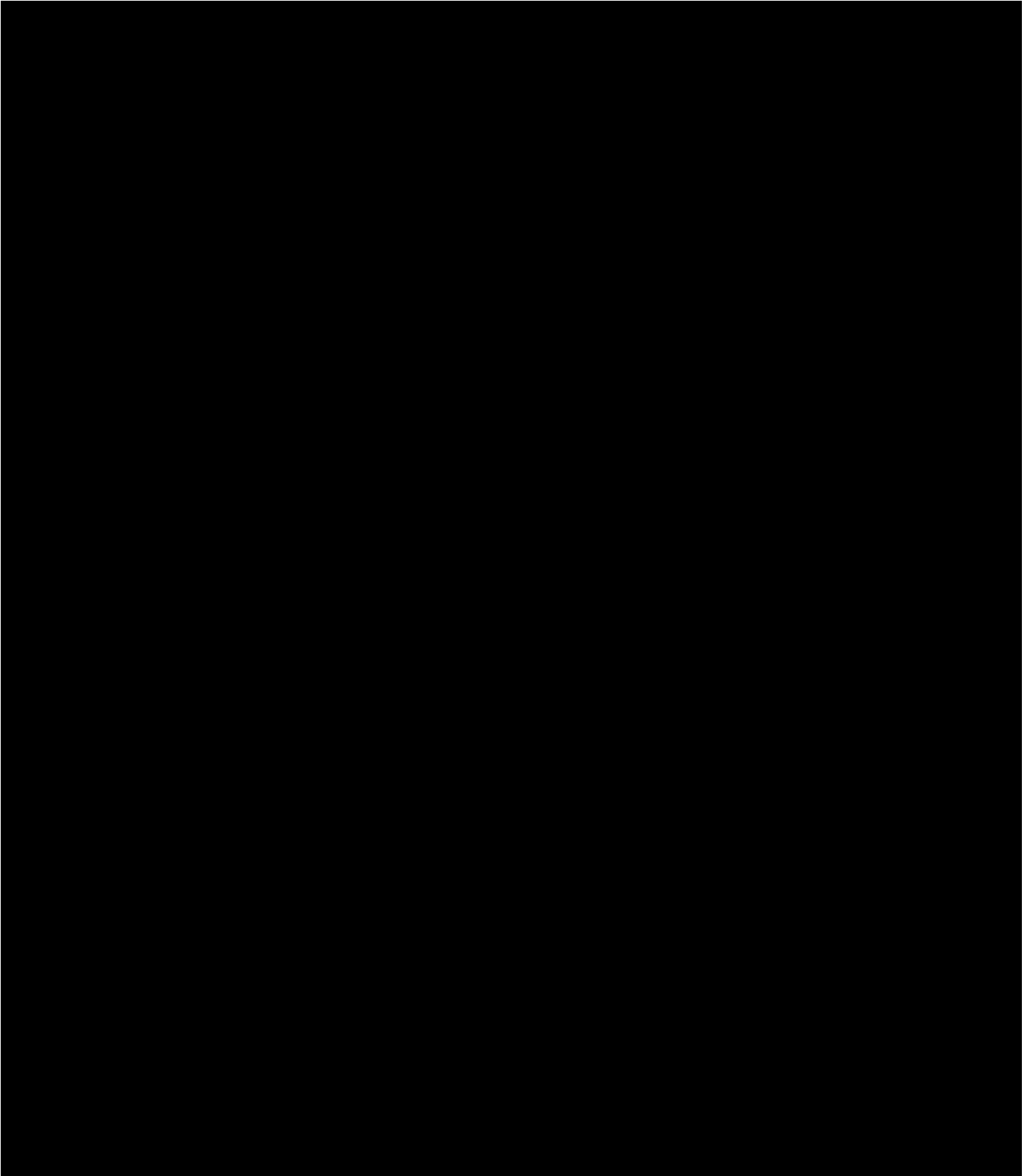
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Service Orders (Continued):



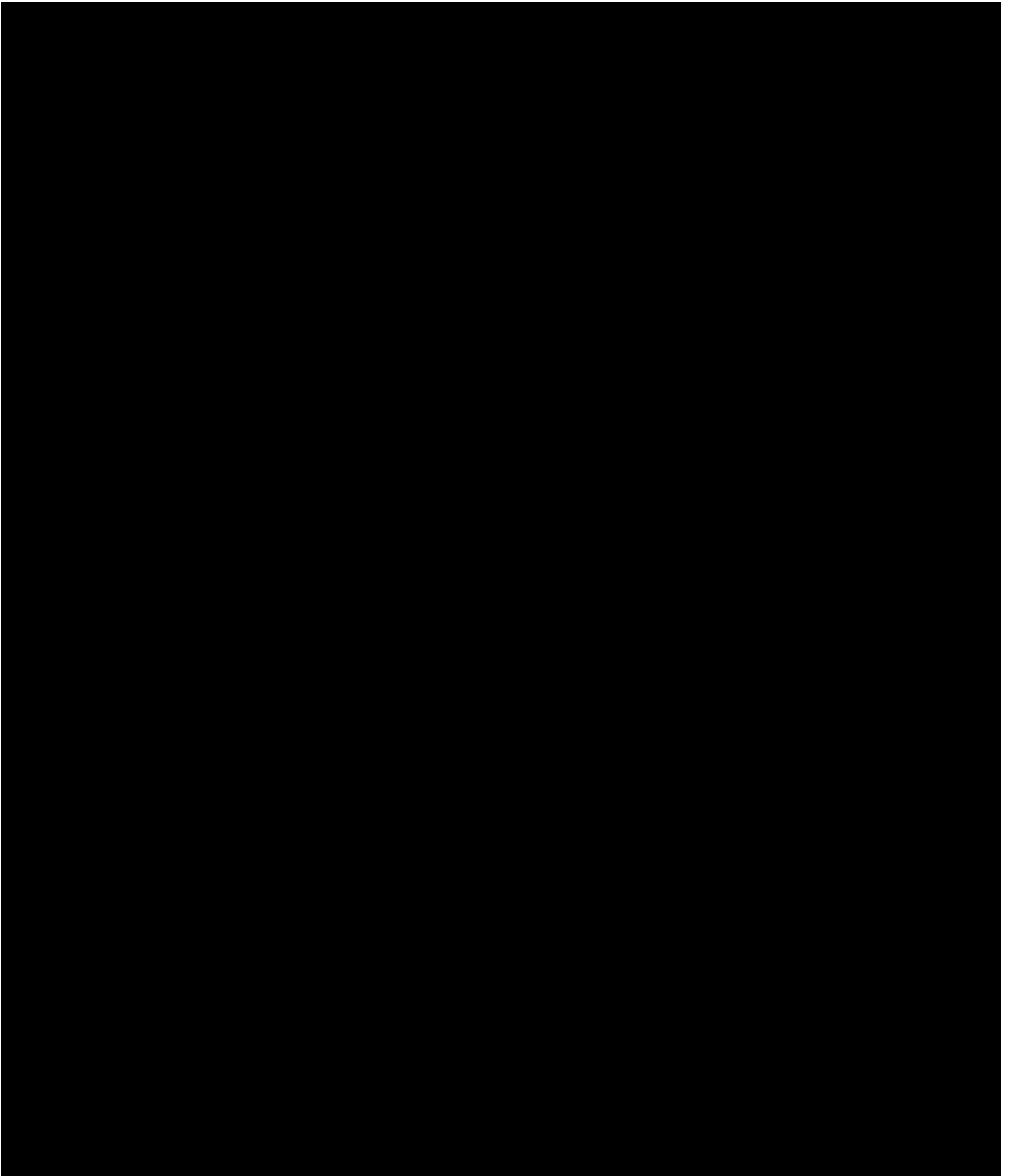
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Service Orders (Continued):



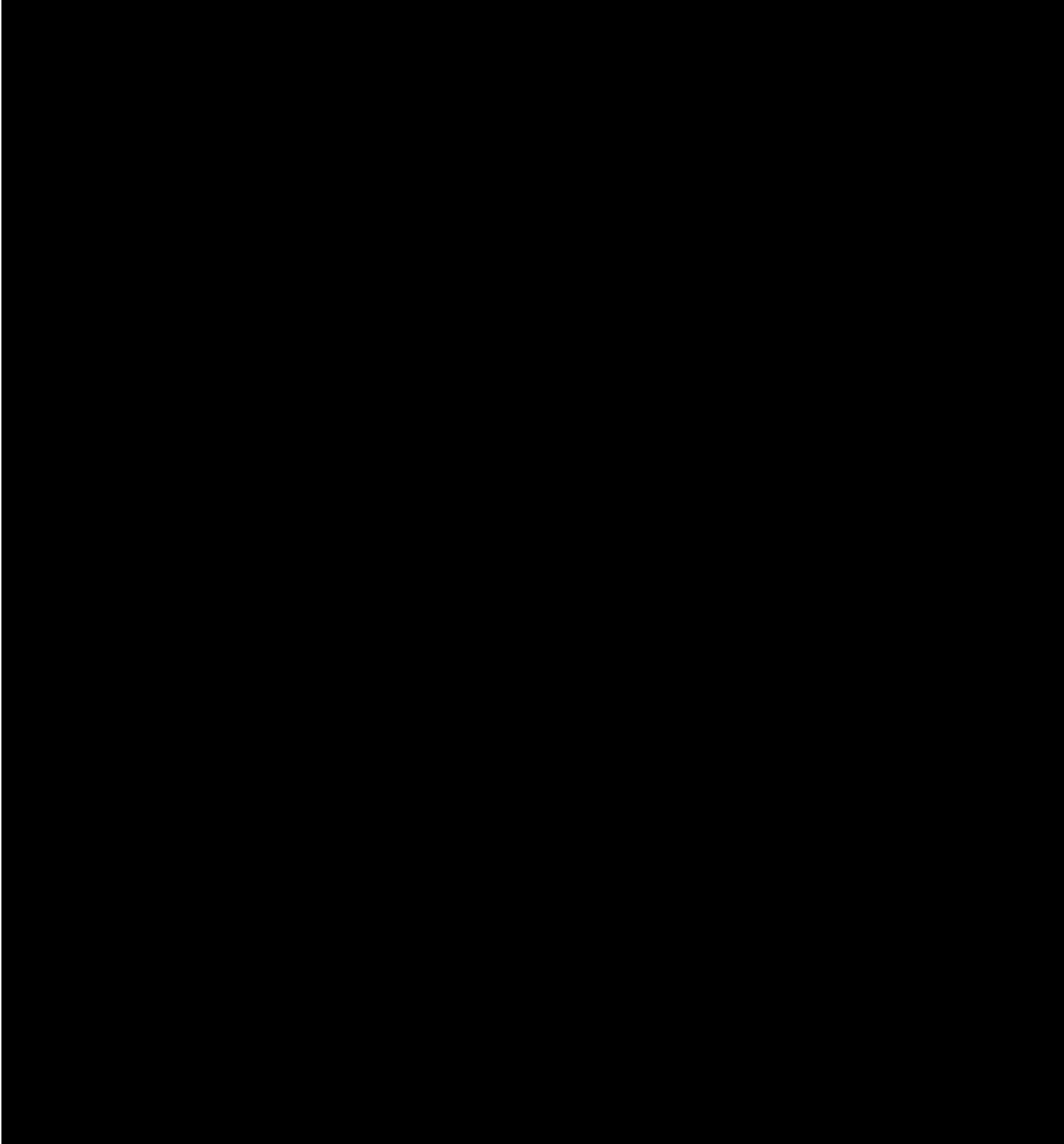
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Service Orders (Continued):



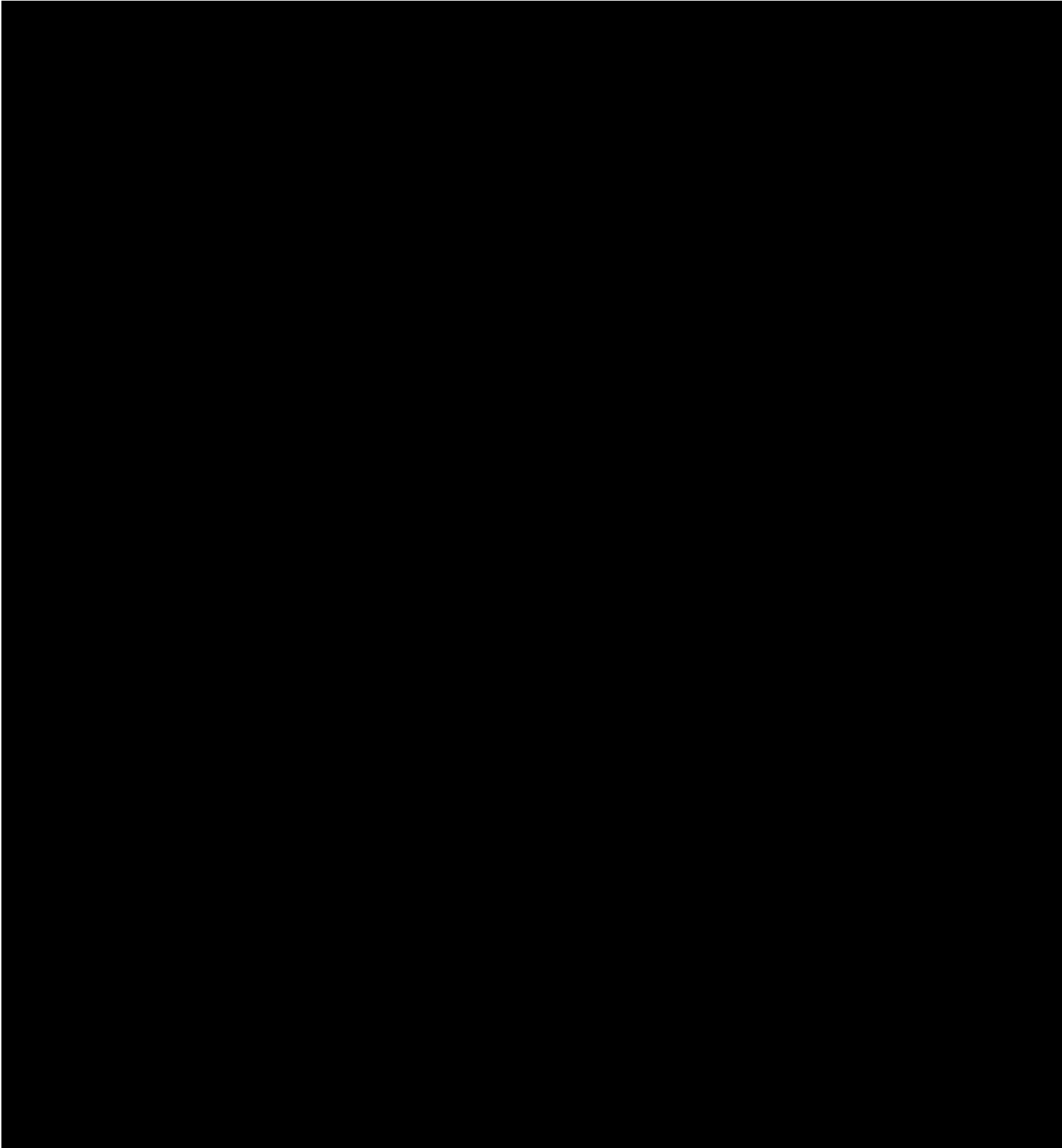
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Service Orders (Continued):

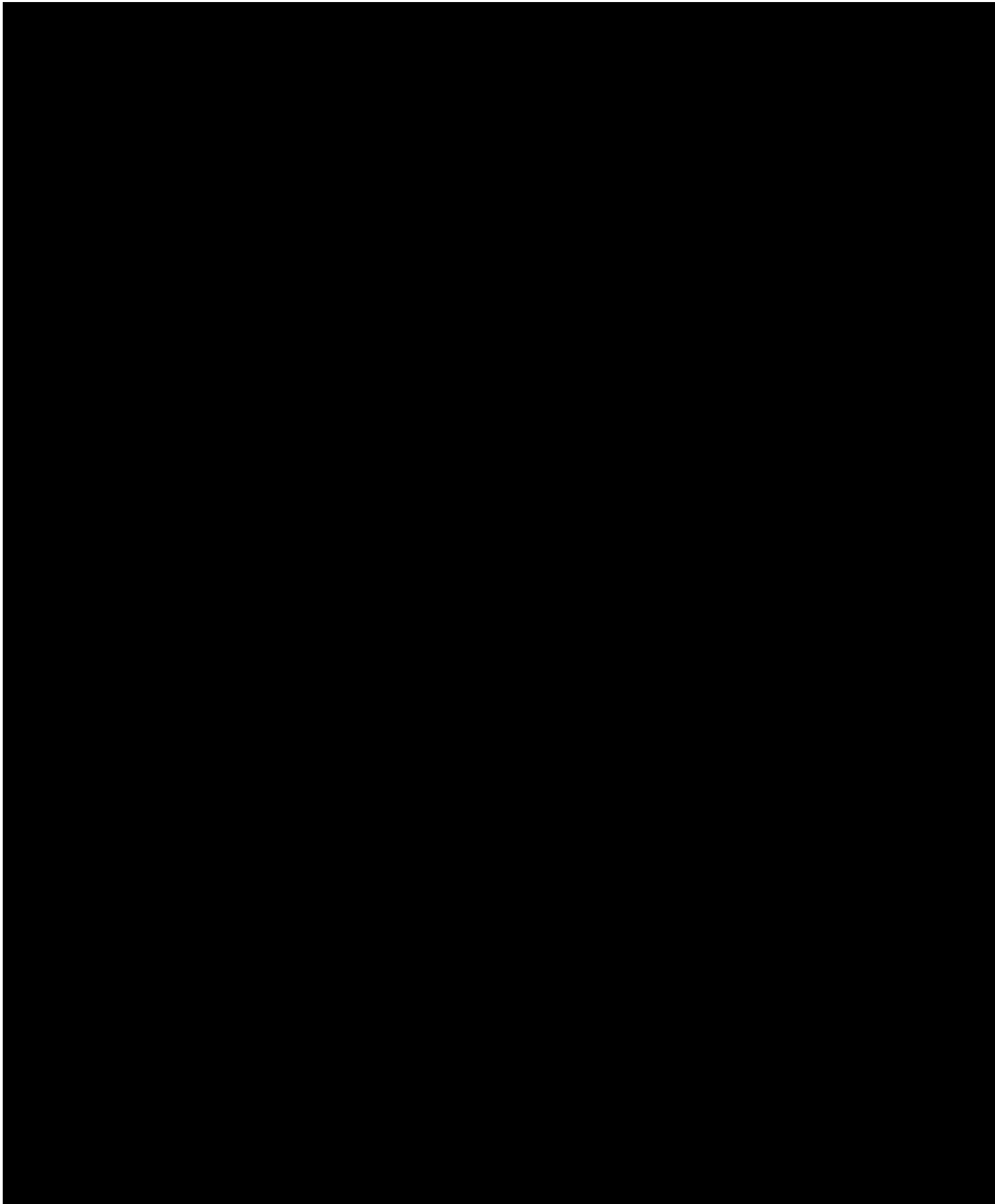


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The Voice Link Unit:

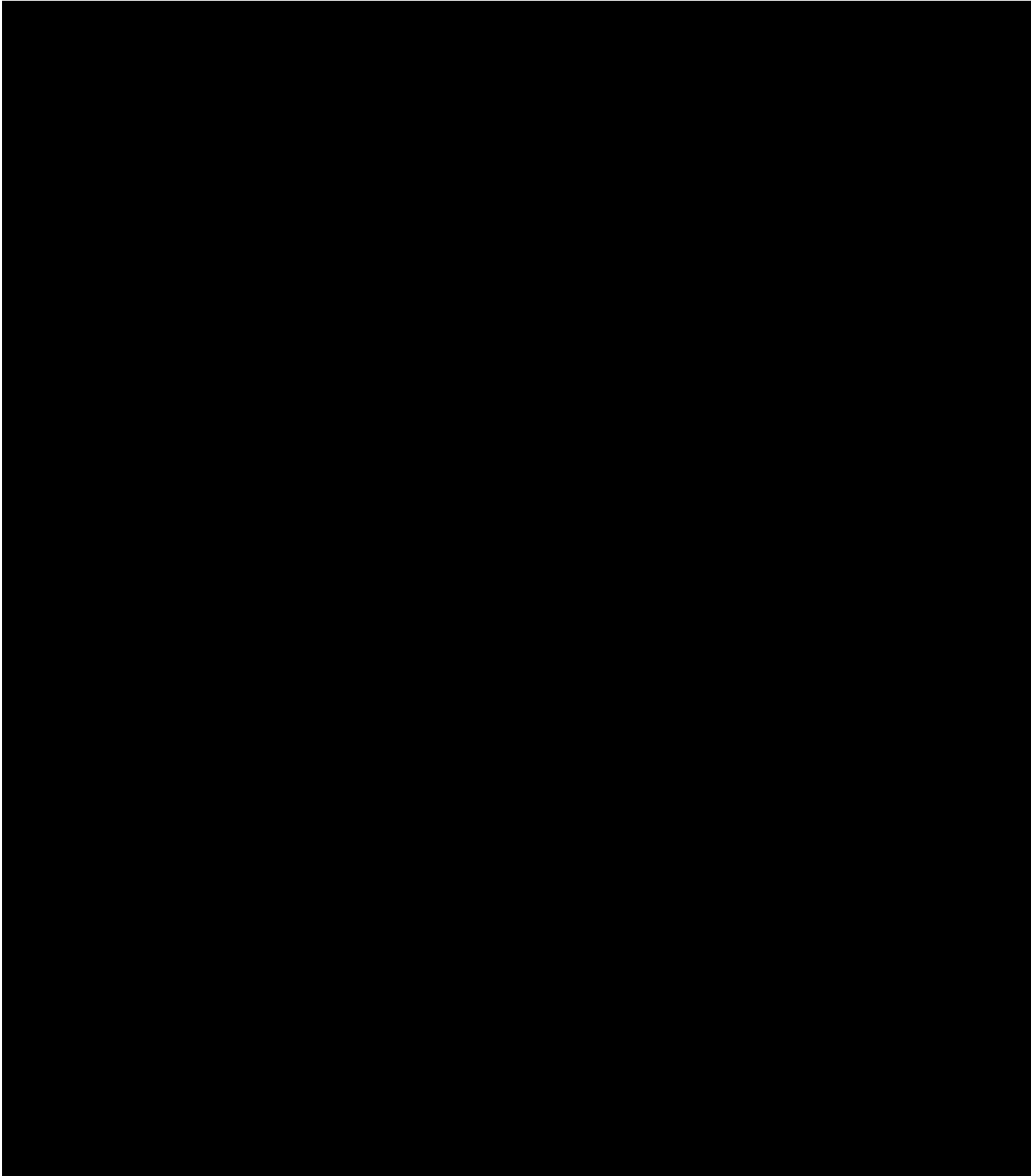


NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.



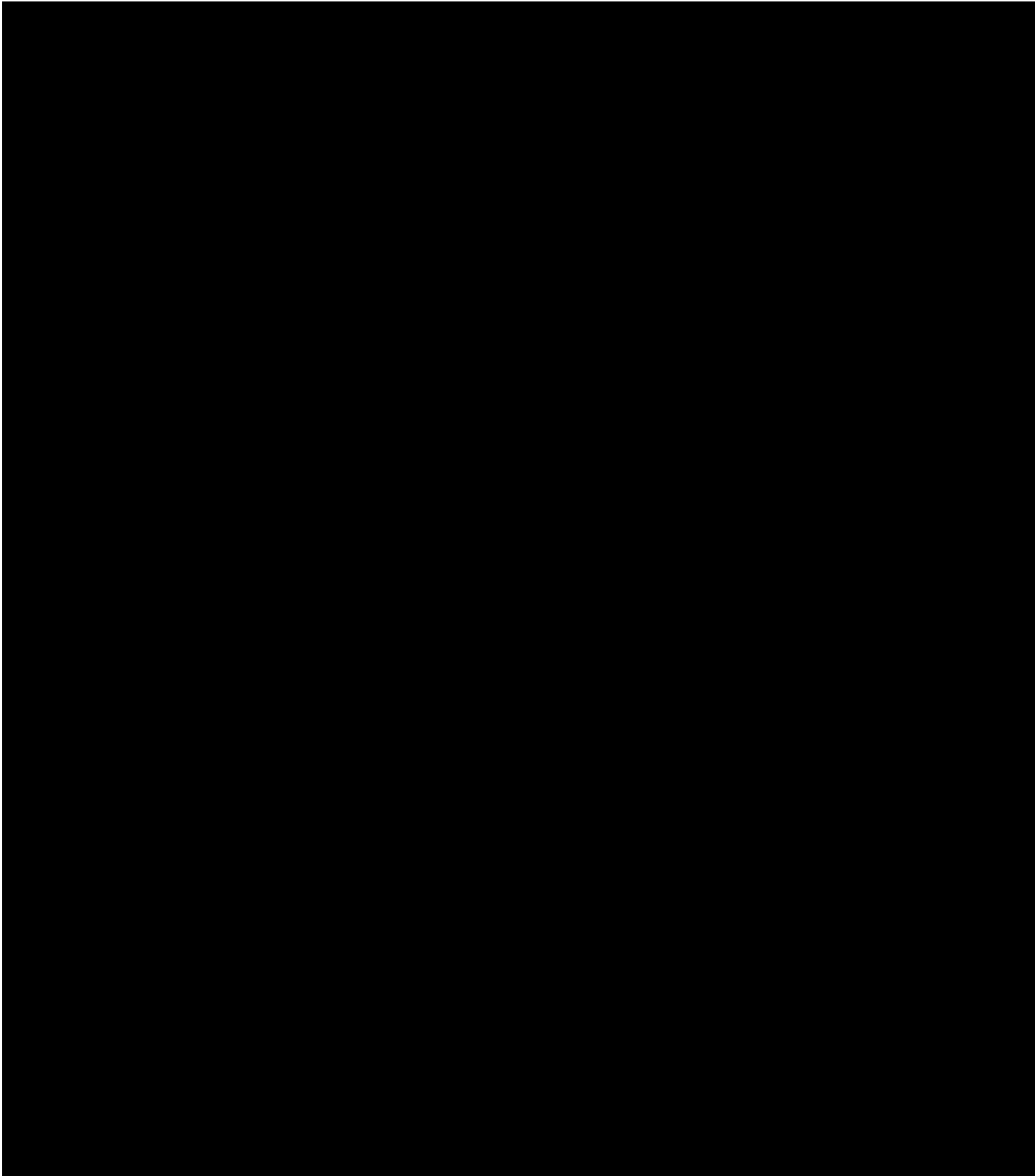
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation



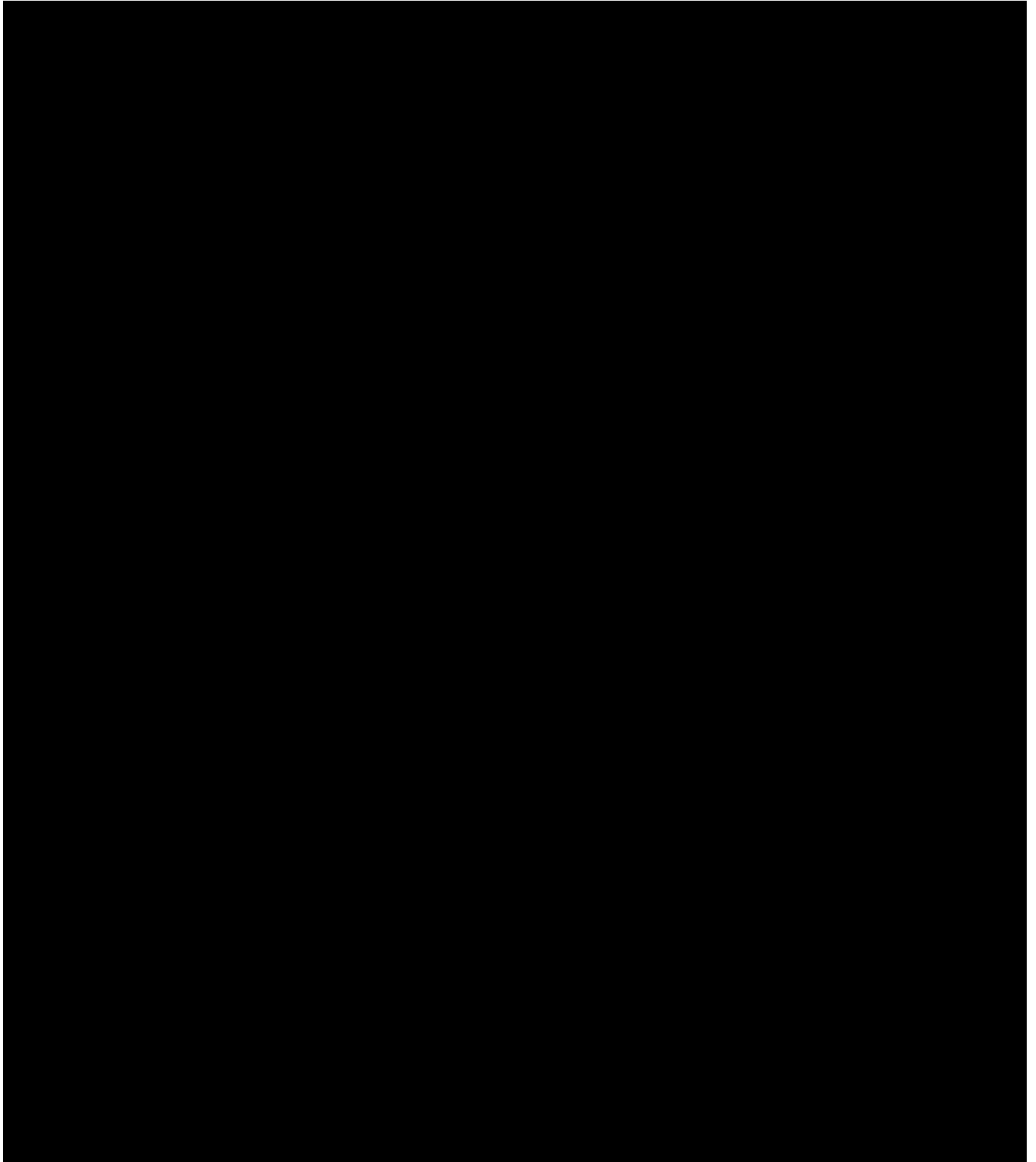
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



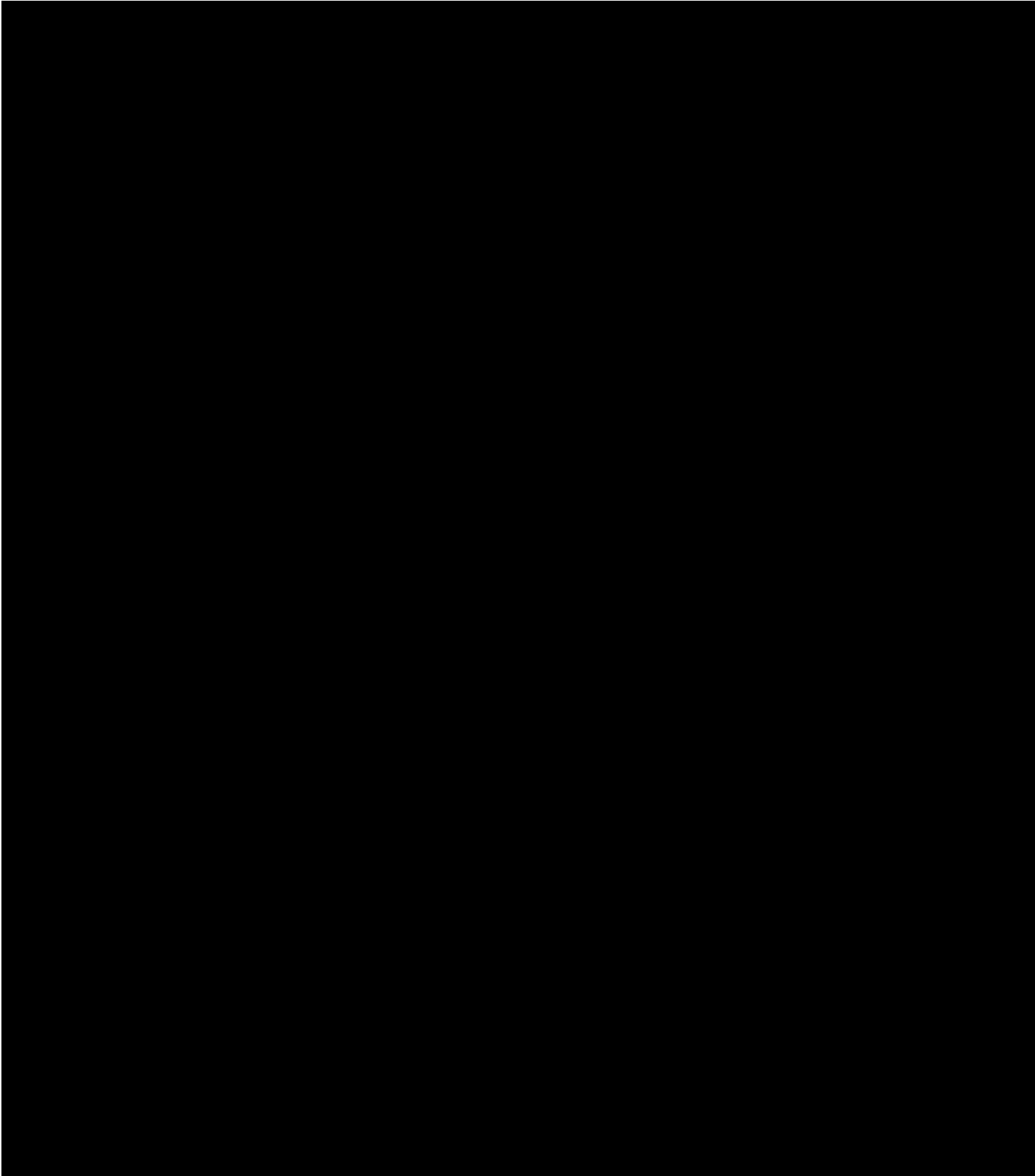
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



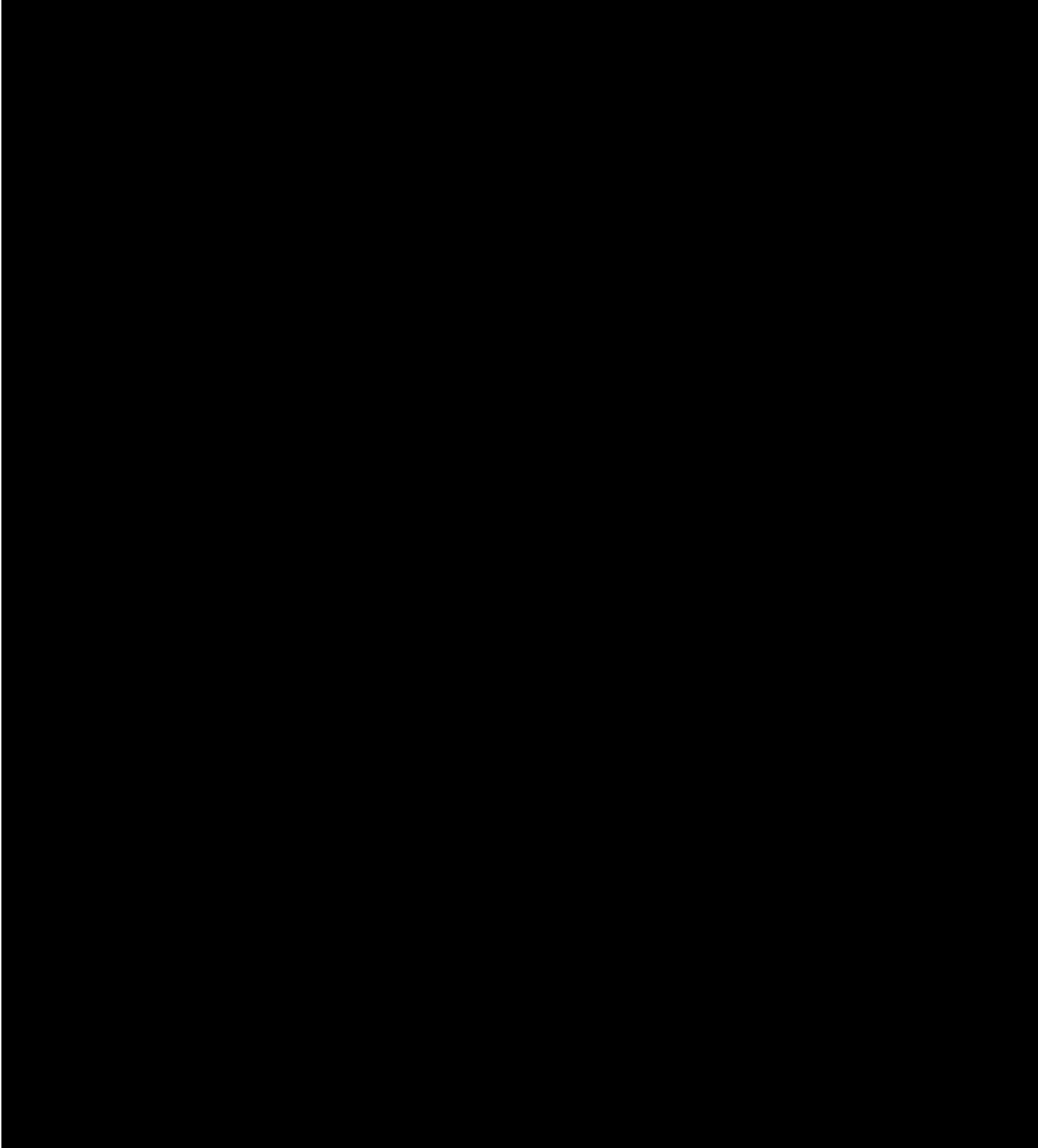
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



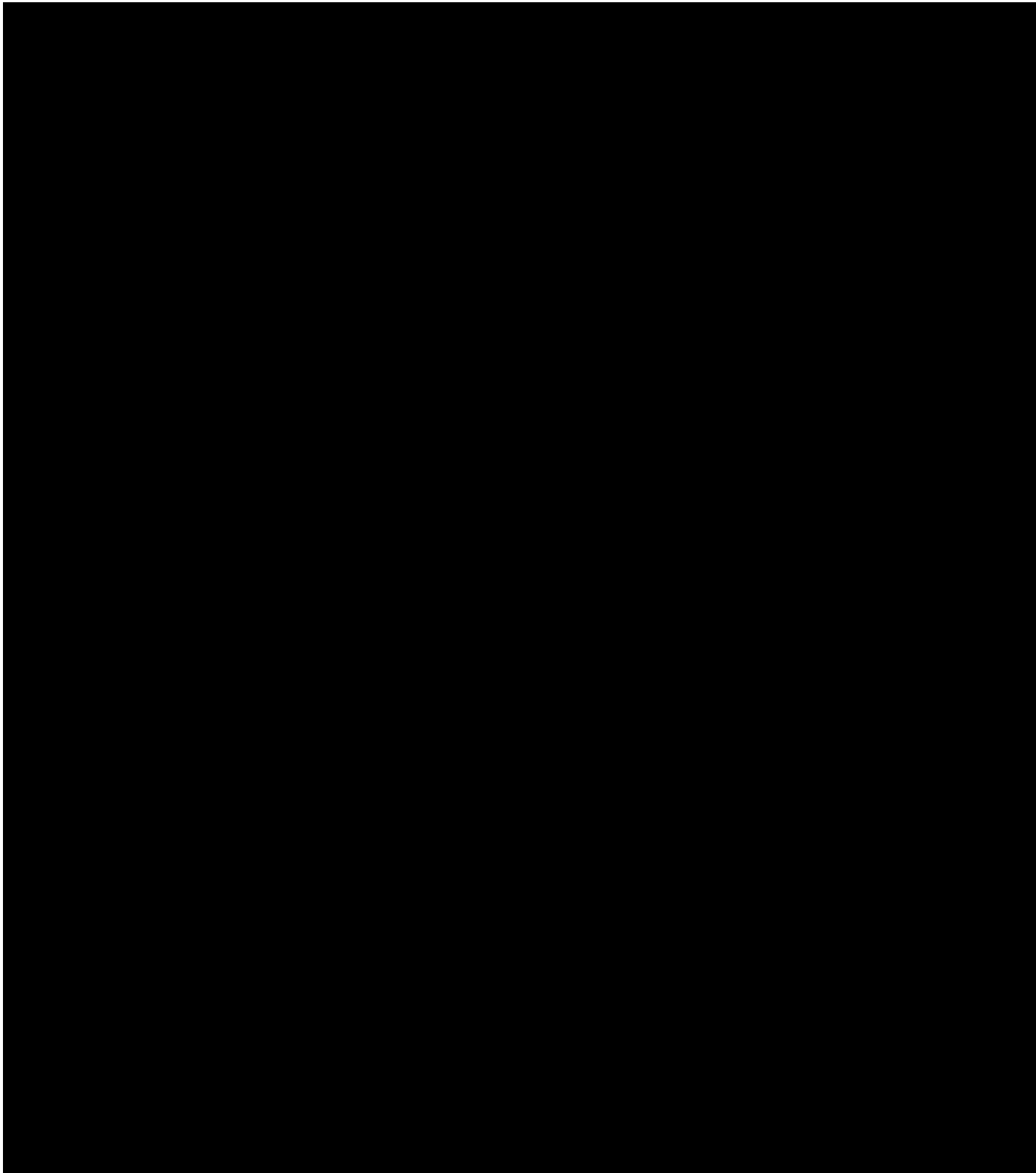
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



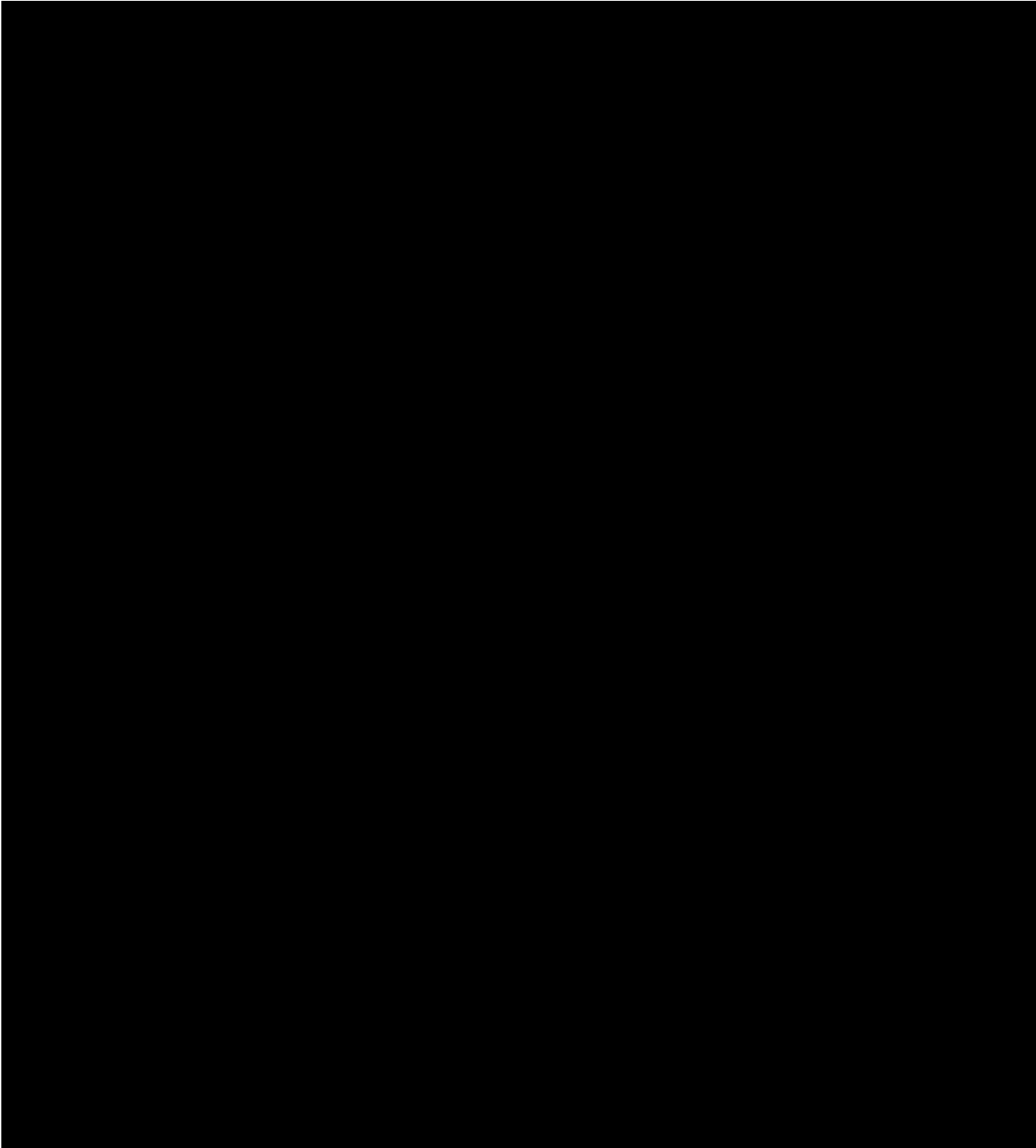
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



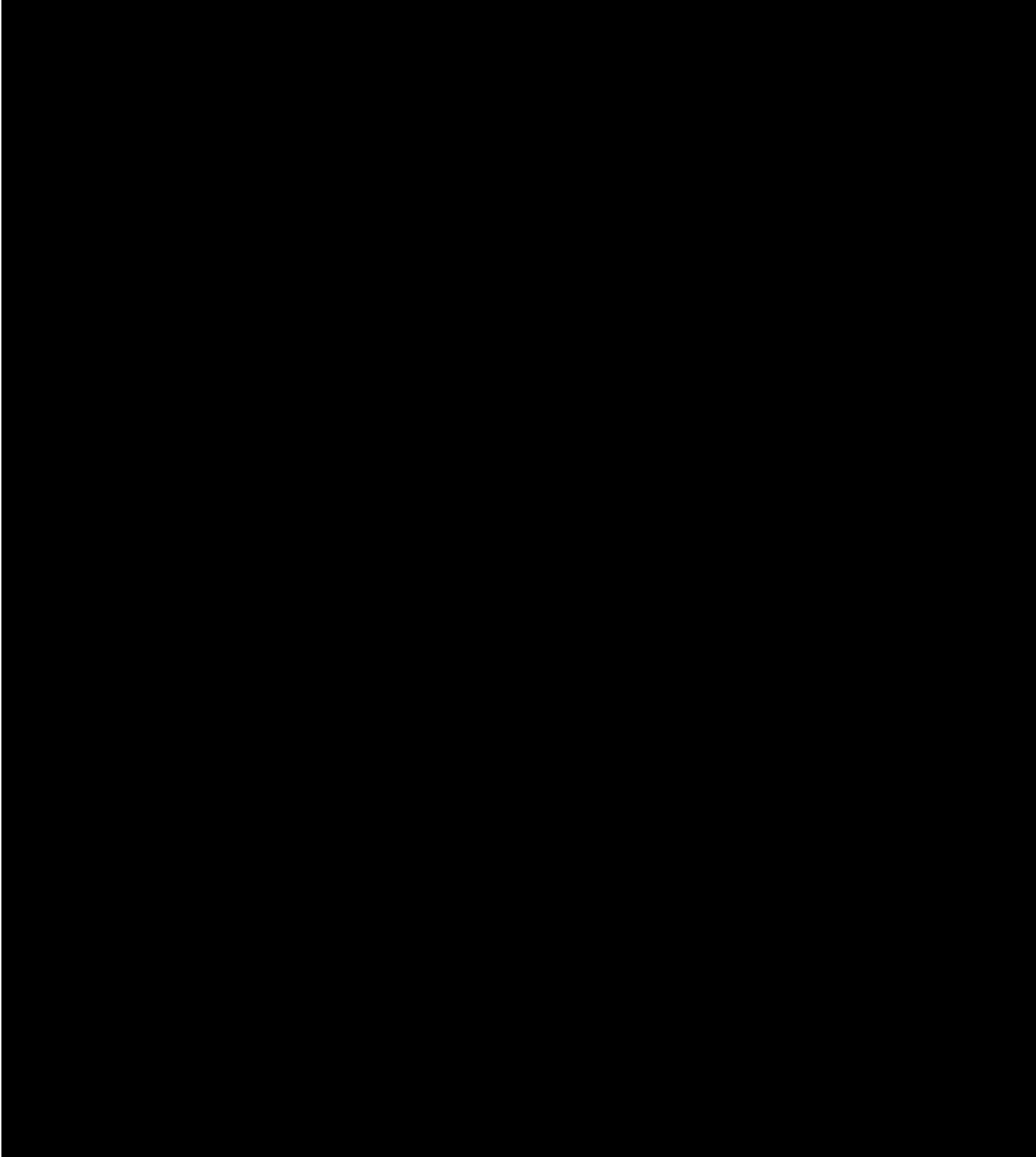
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



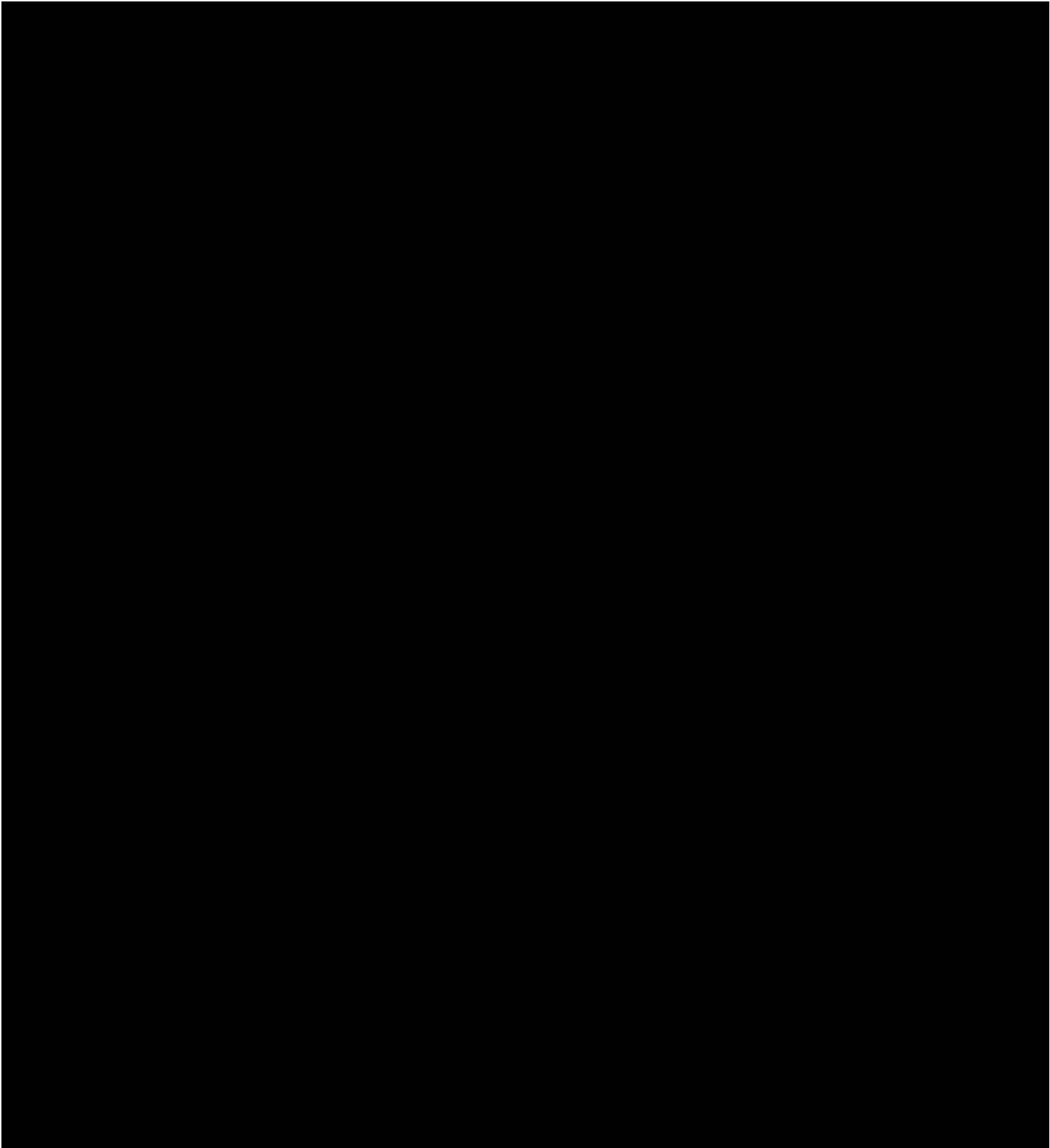
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



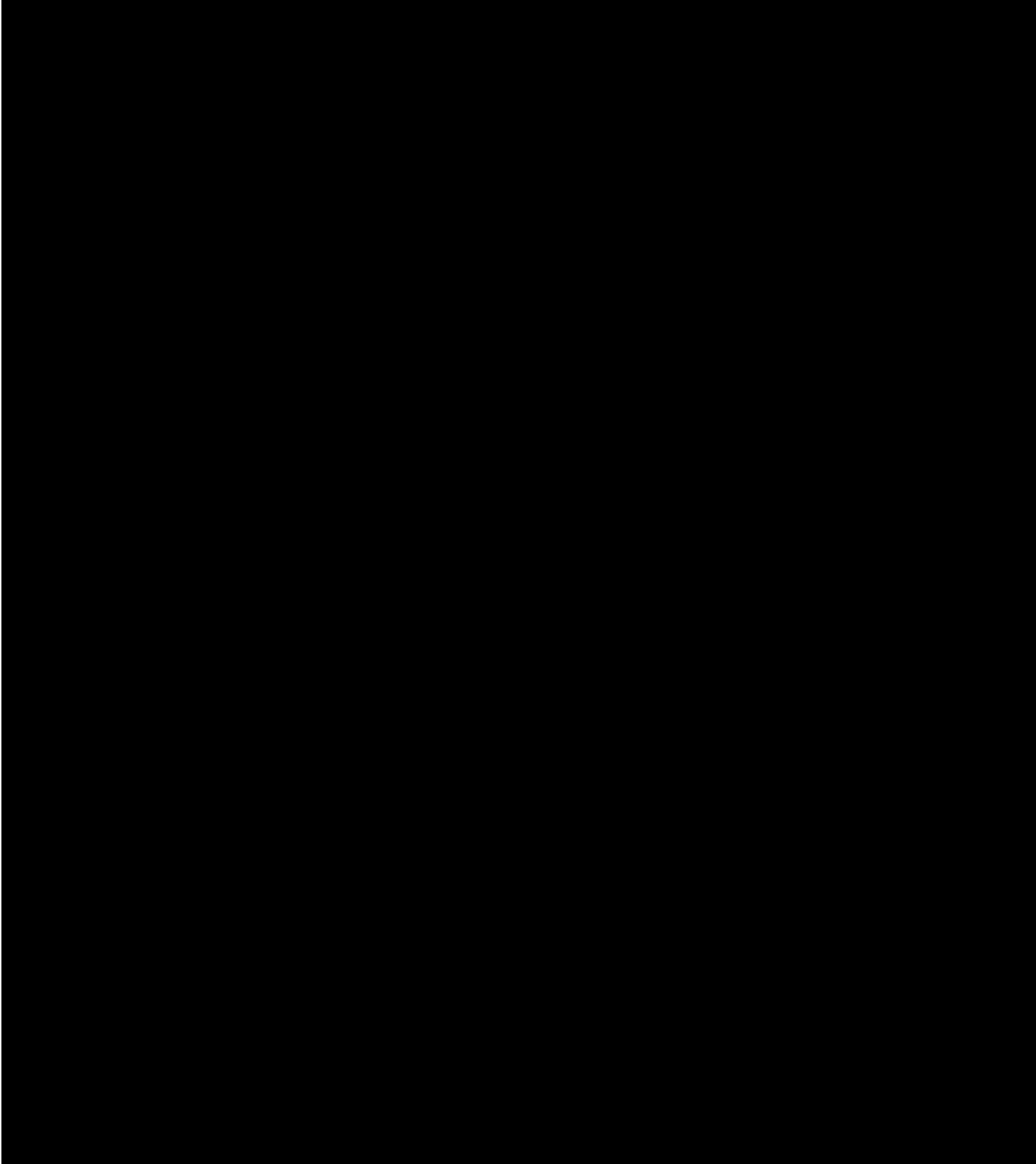
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



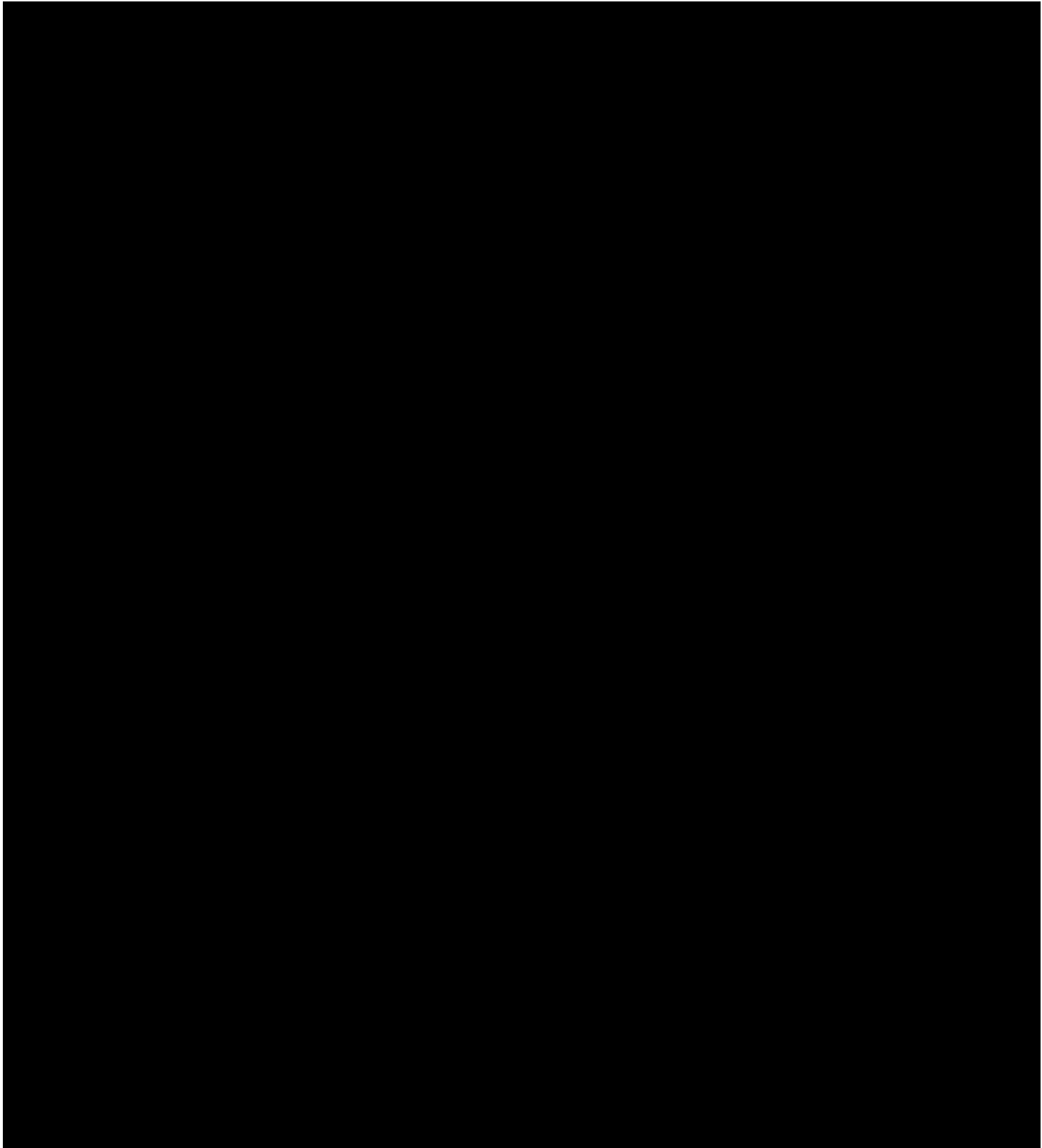
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



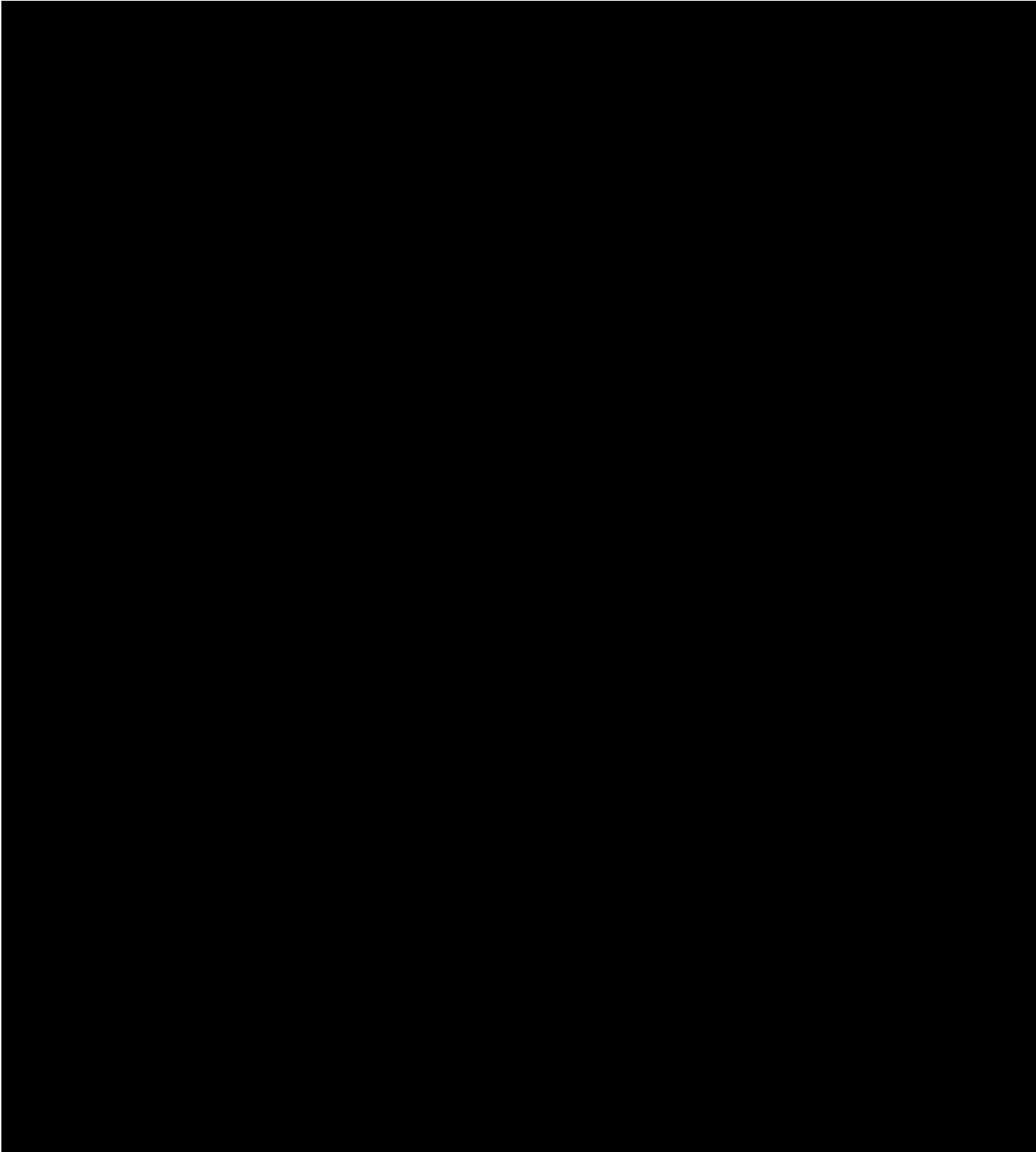
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



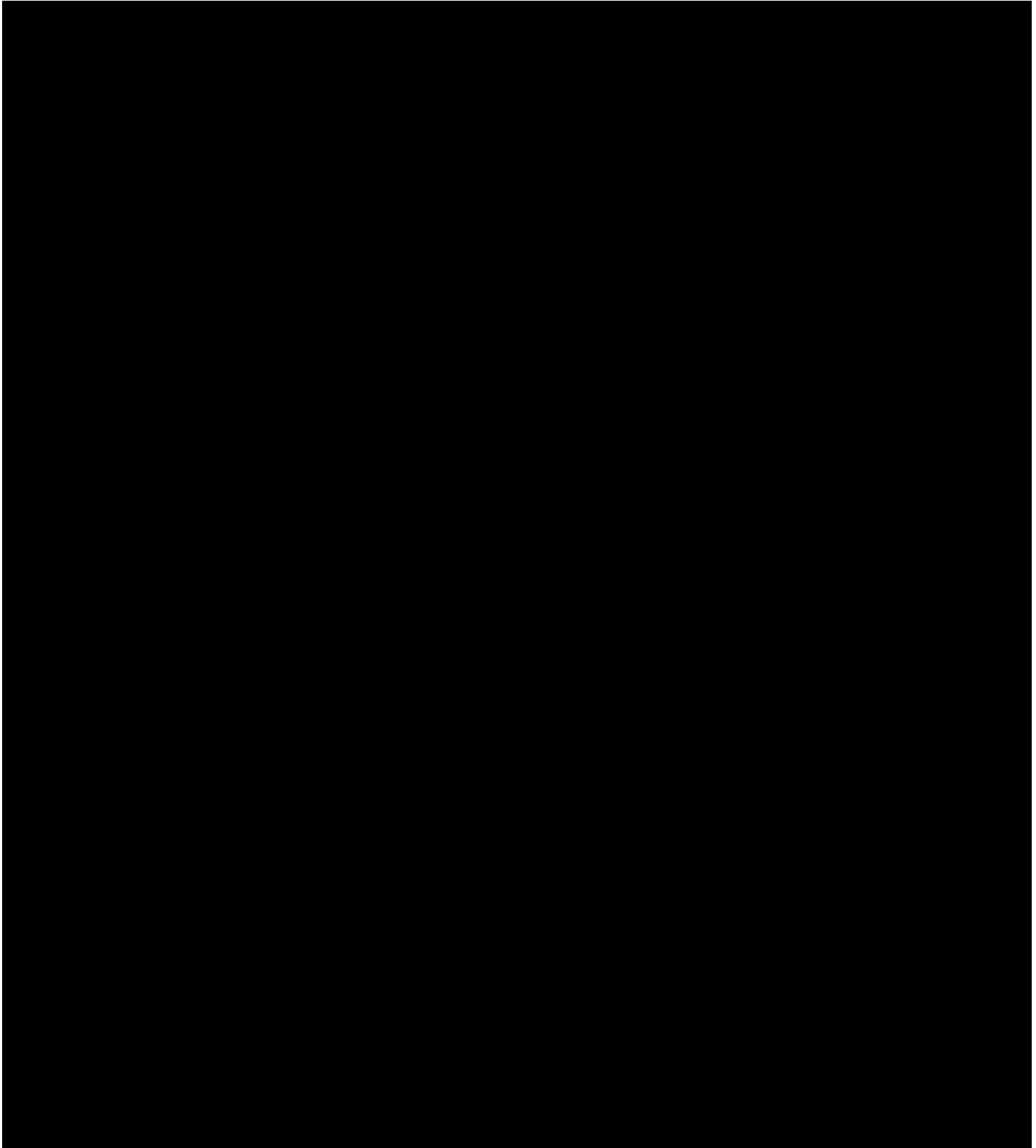
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



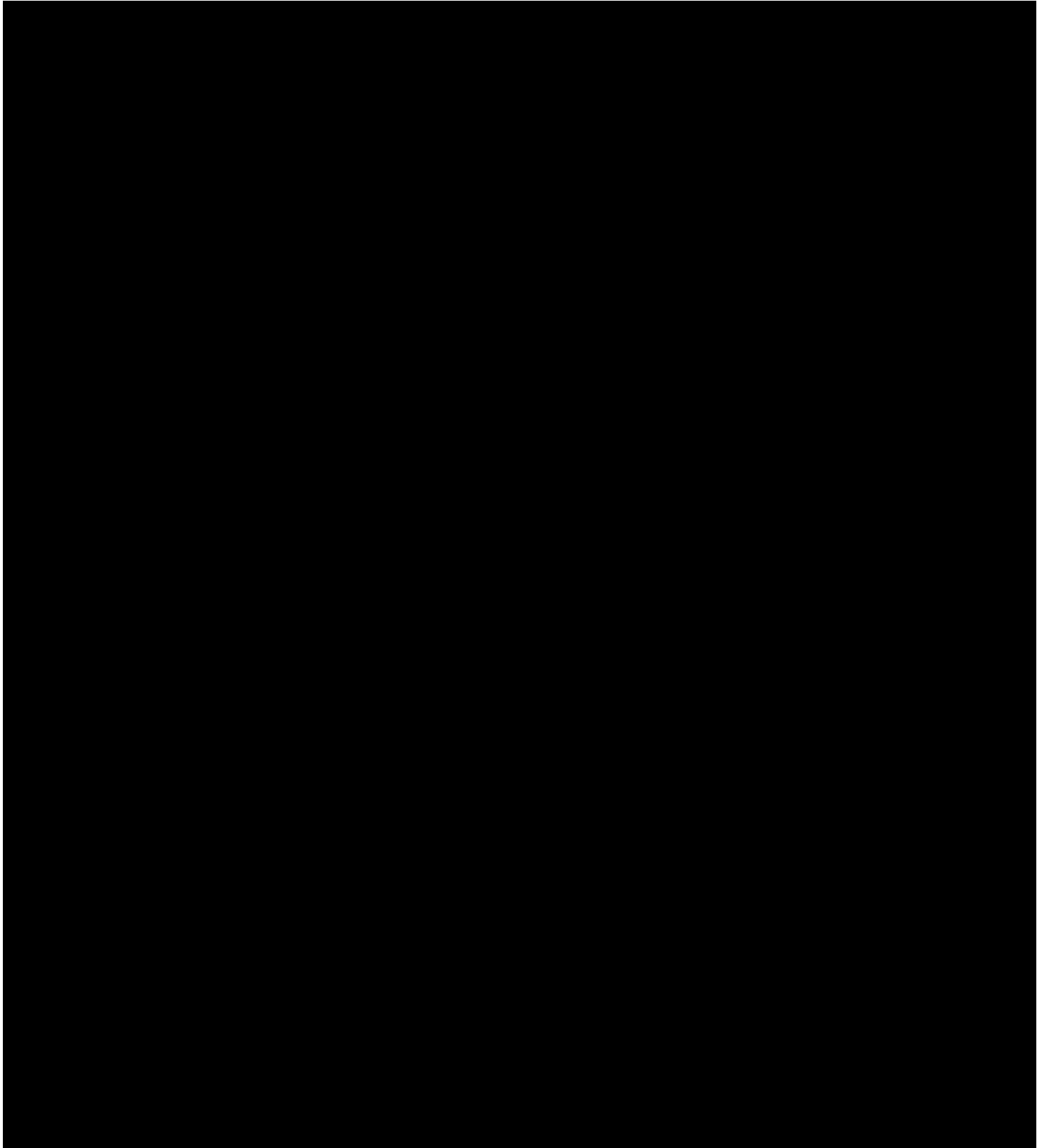
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



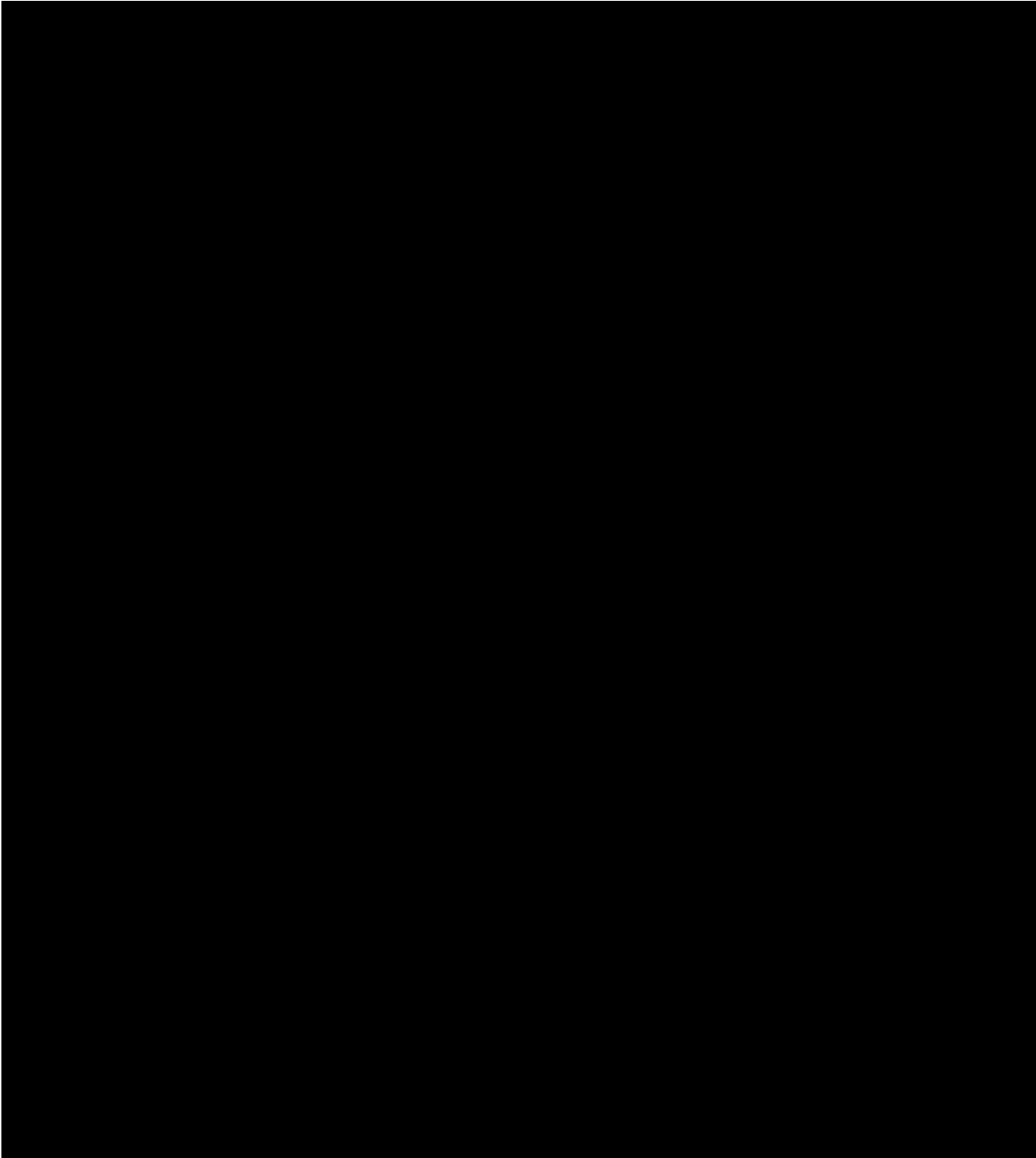
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



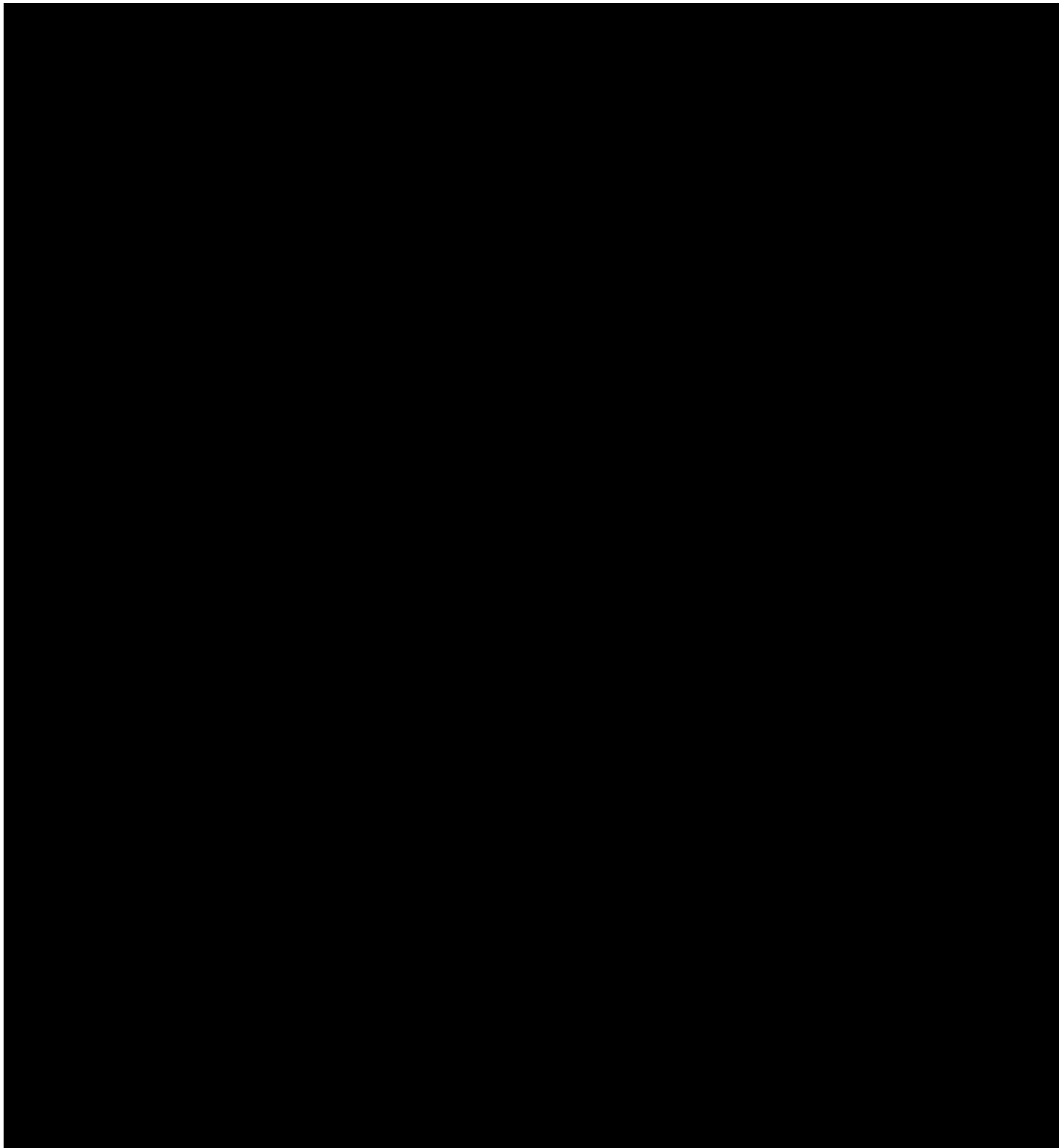
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



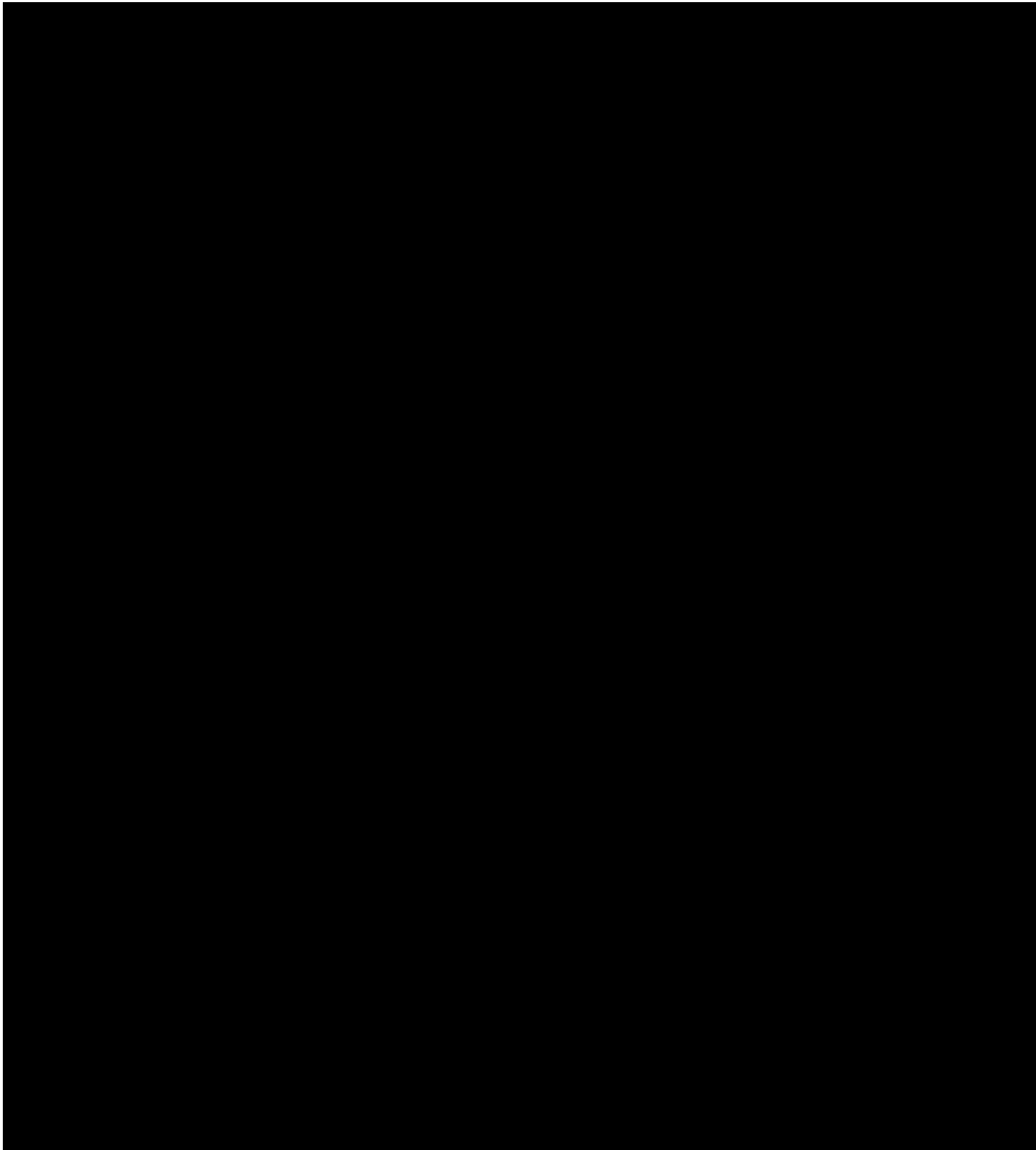
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



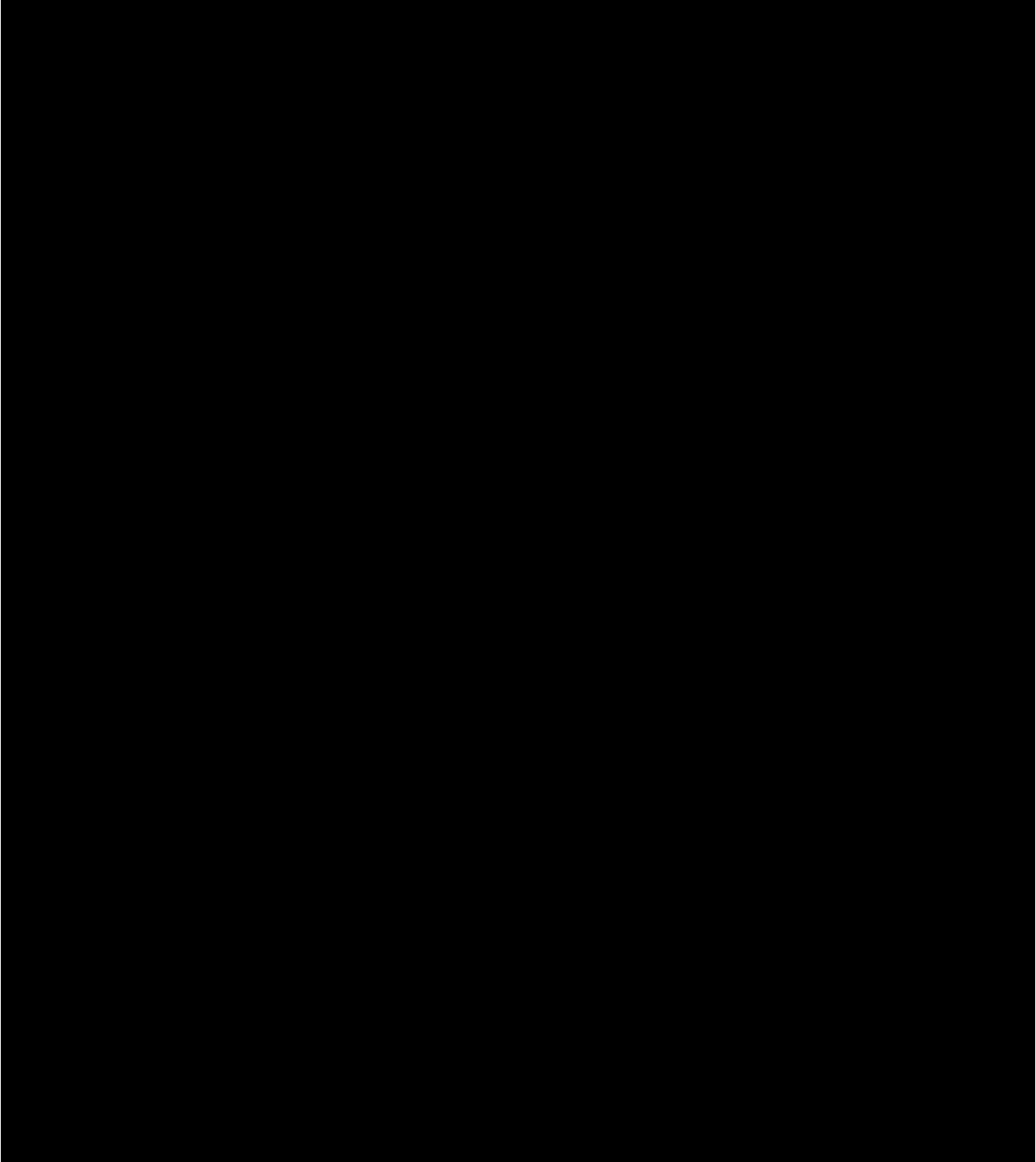
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



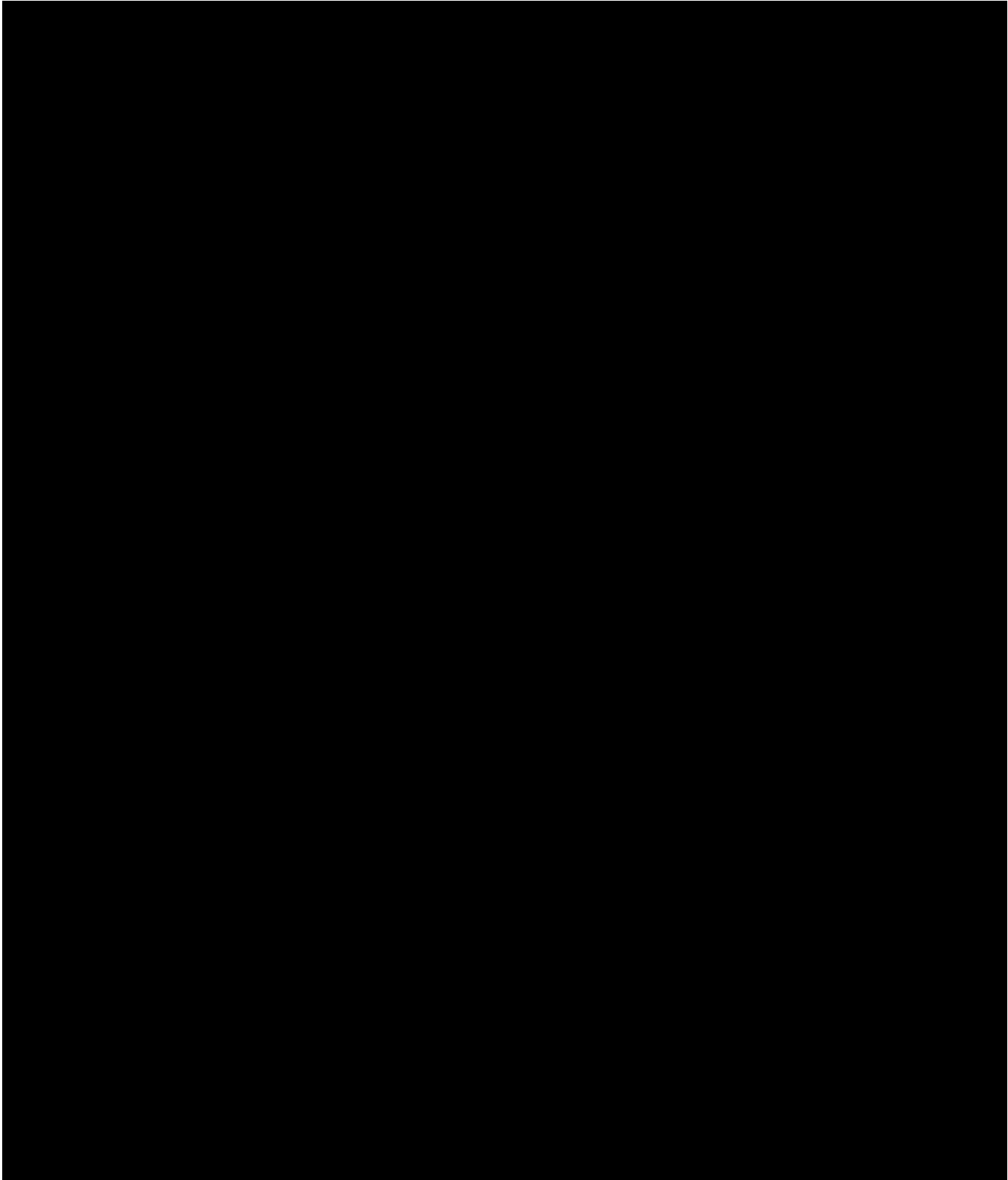
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



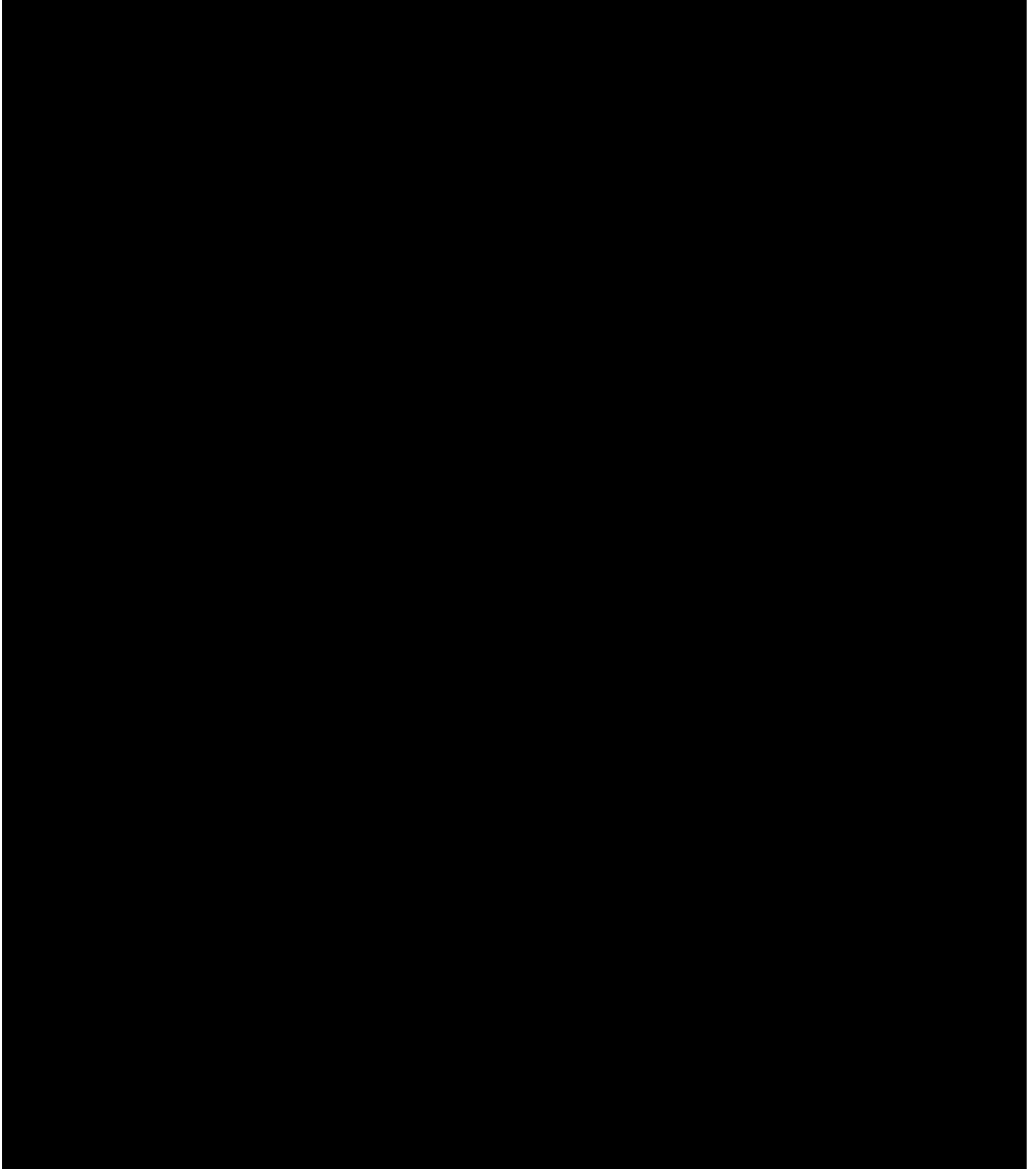
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



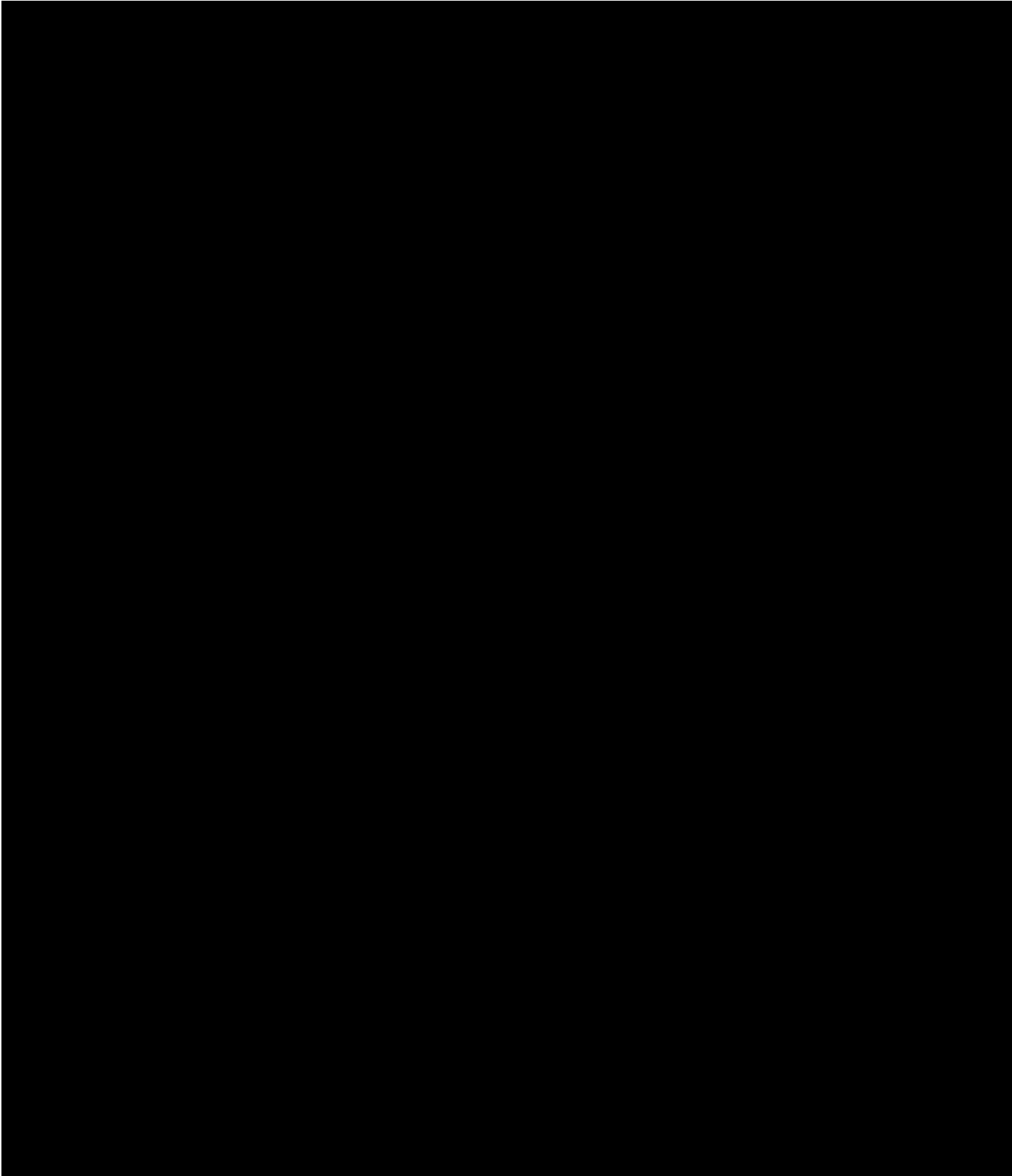
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



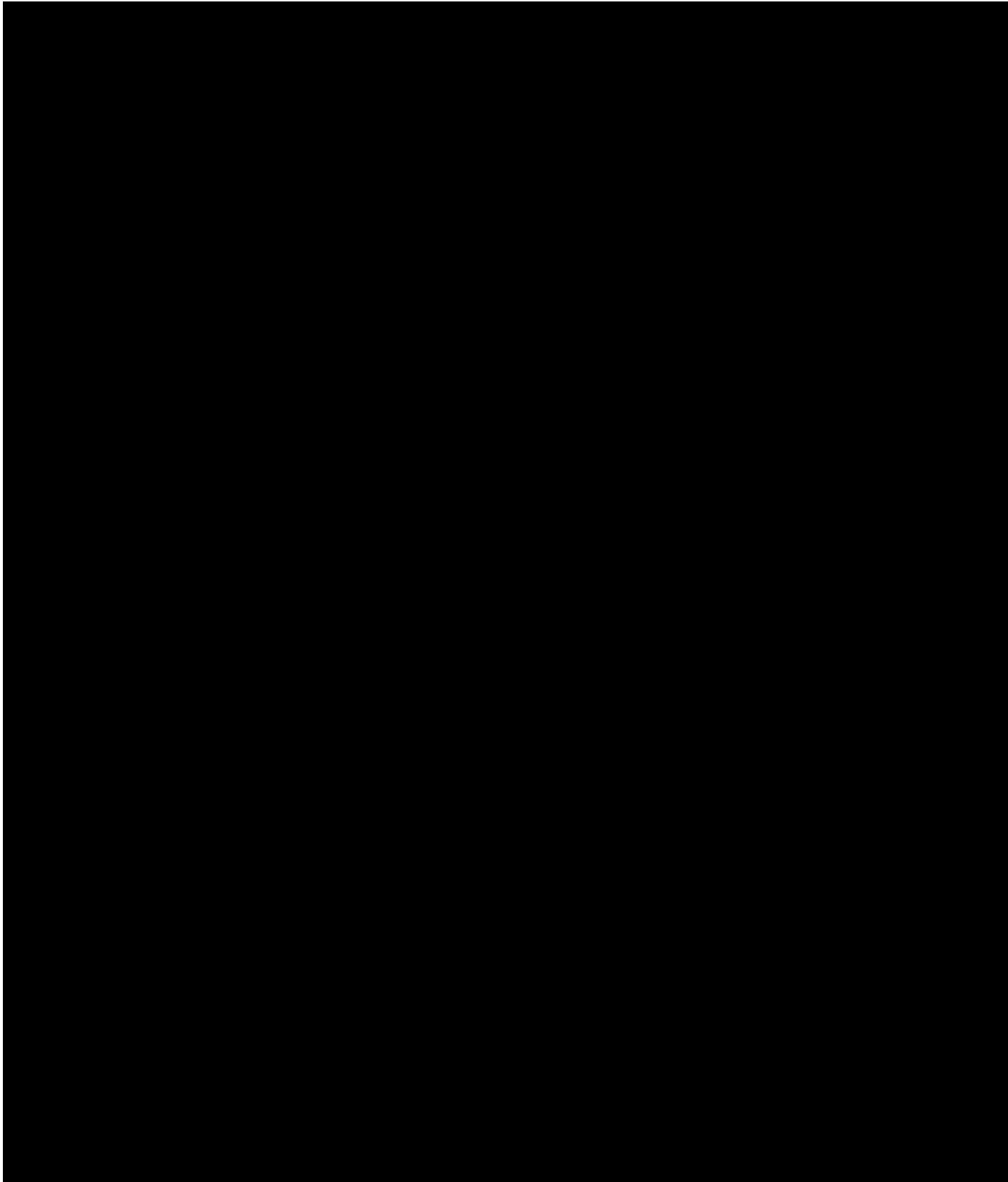
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



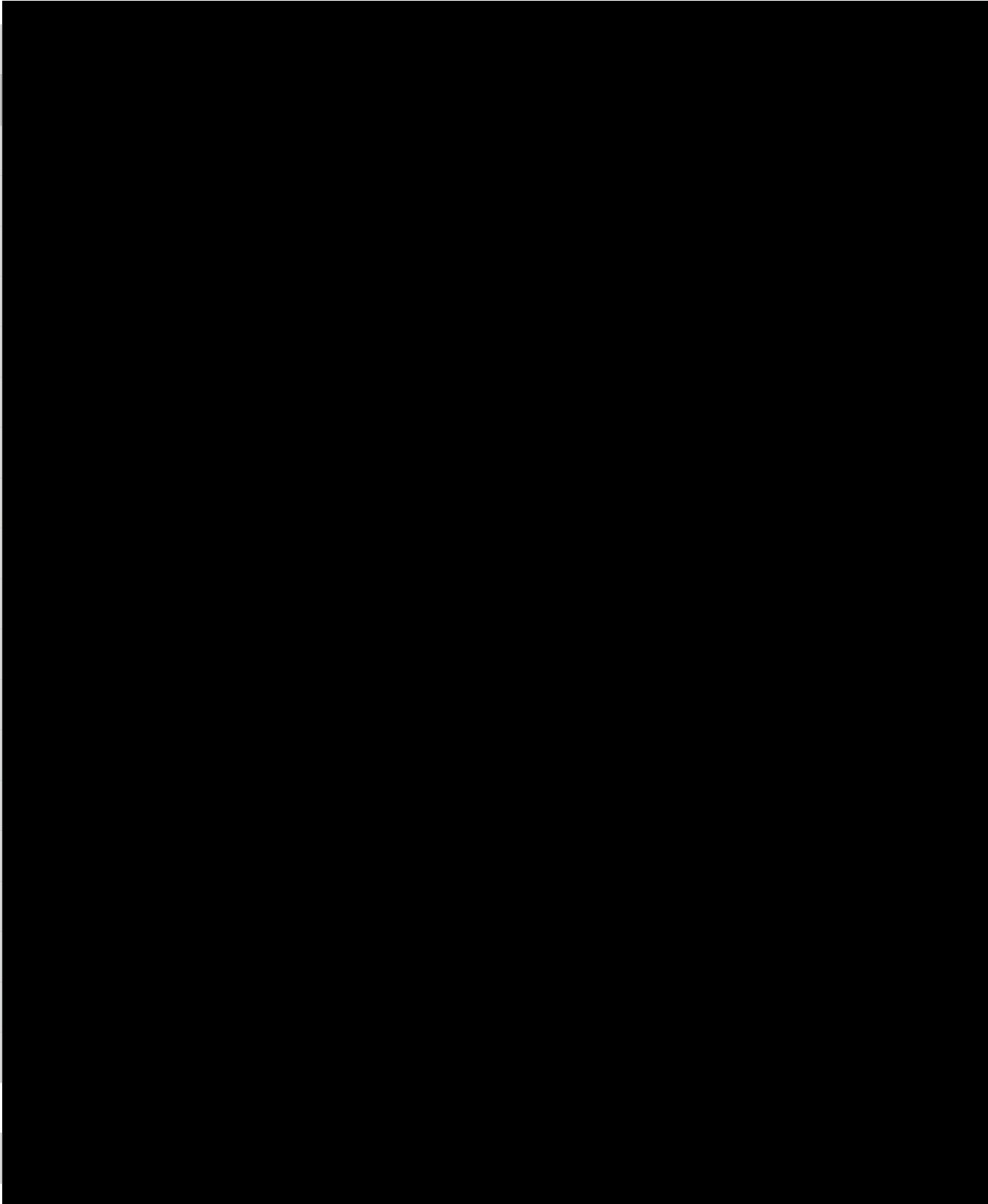
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



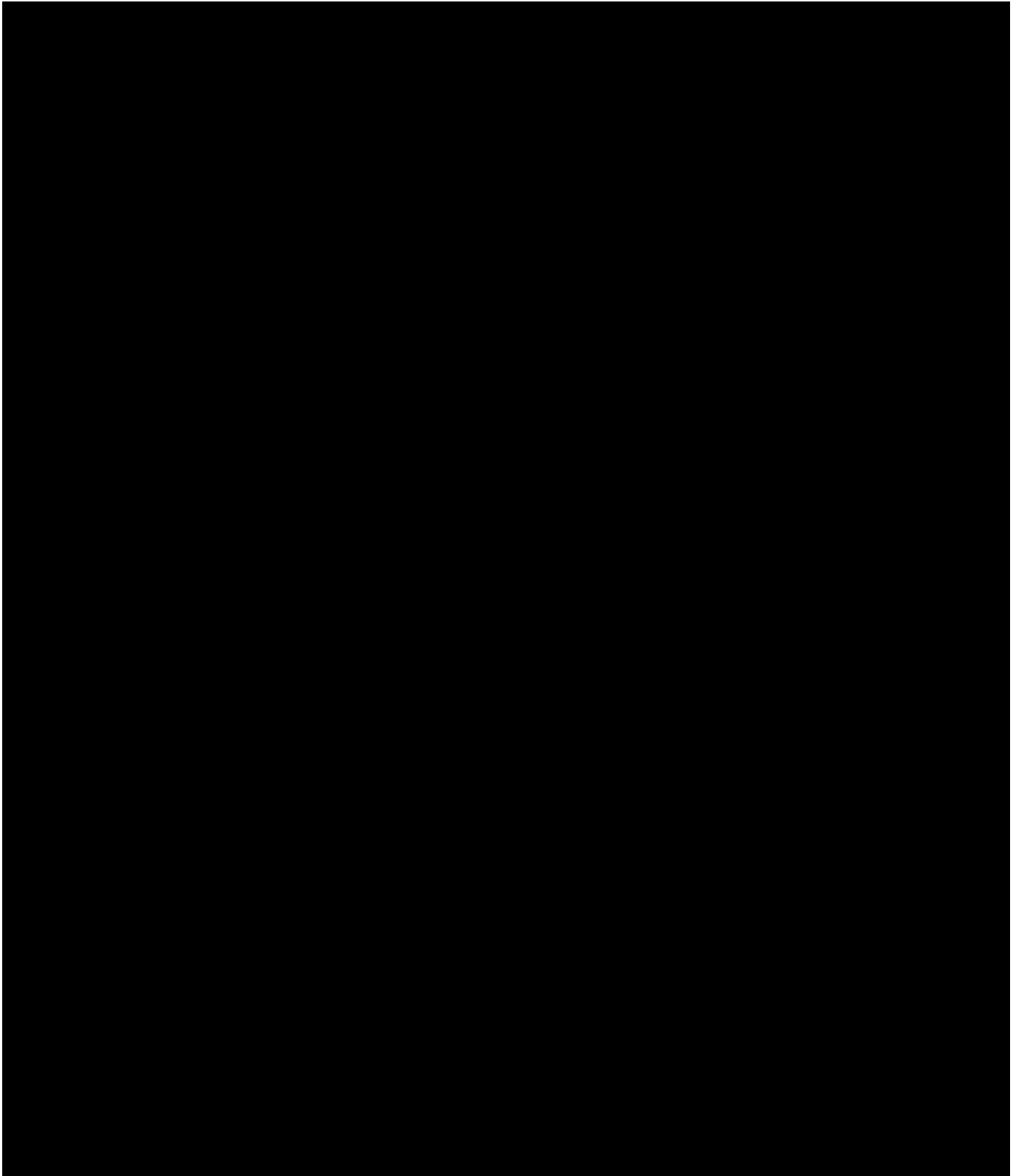
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



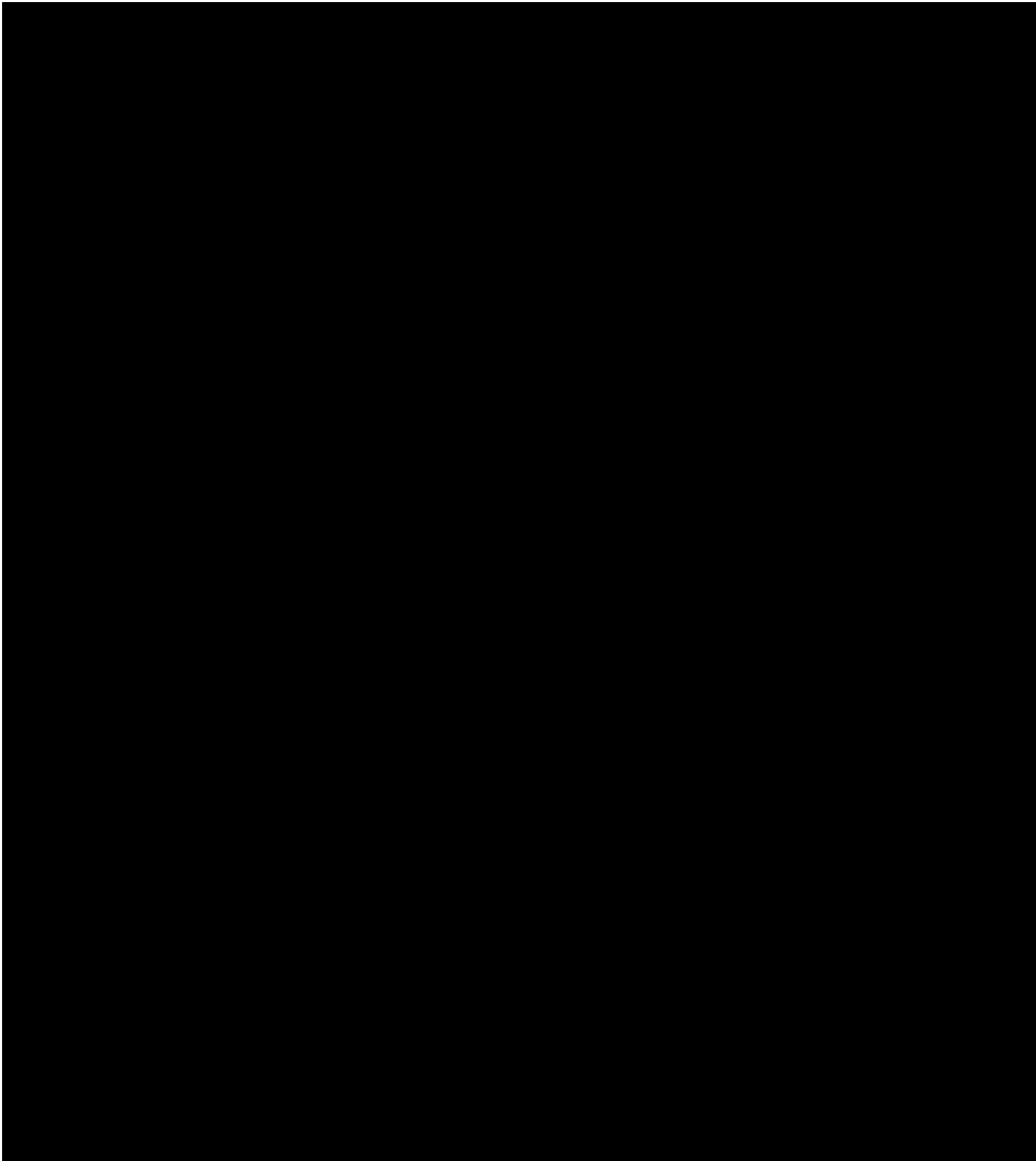
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



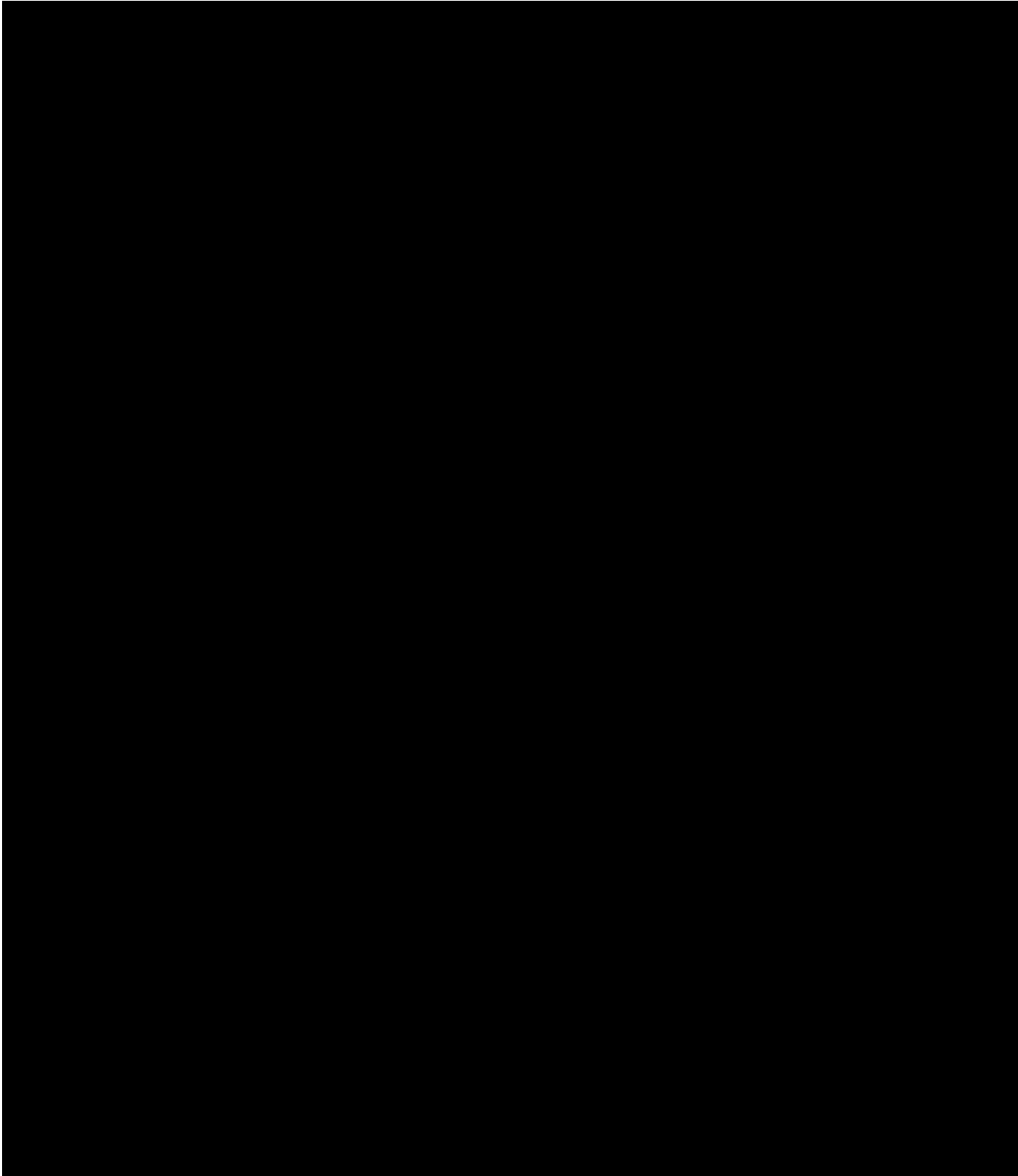
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Voice Link Unit Installation (Continued)



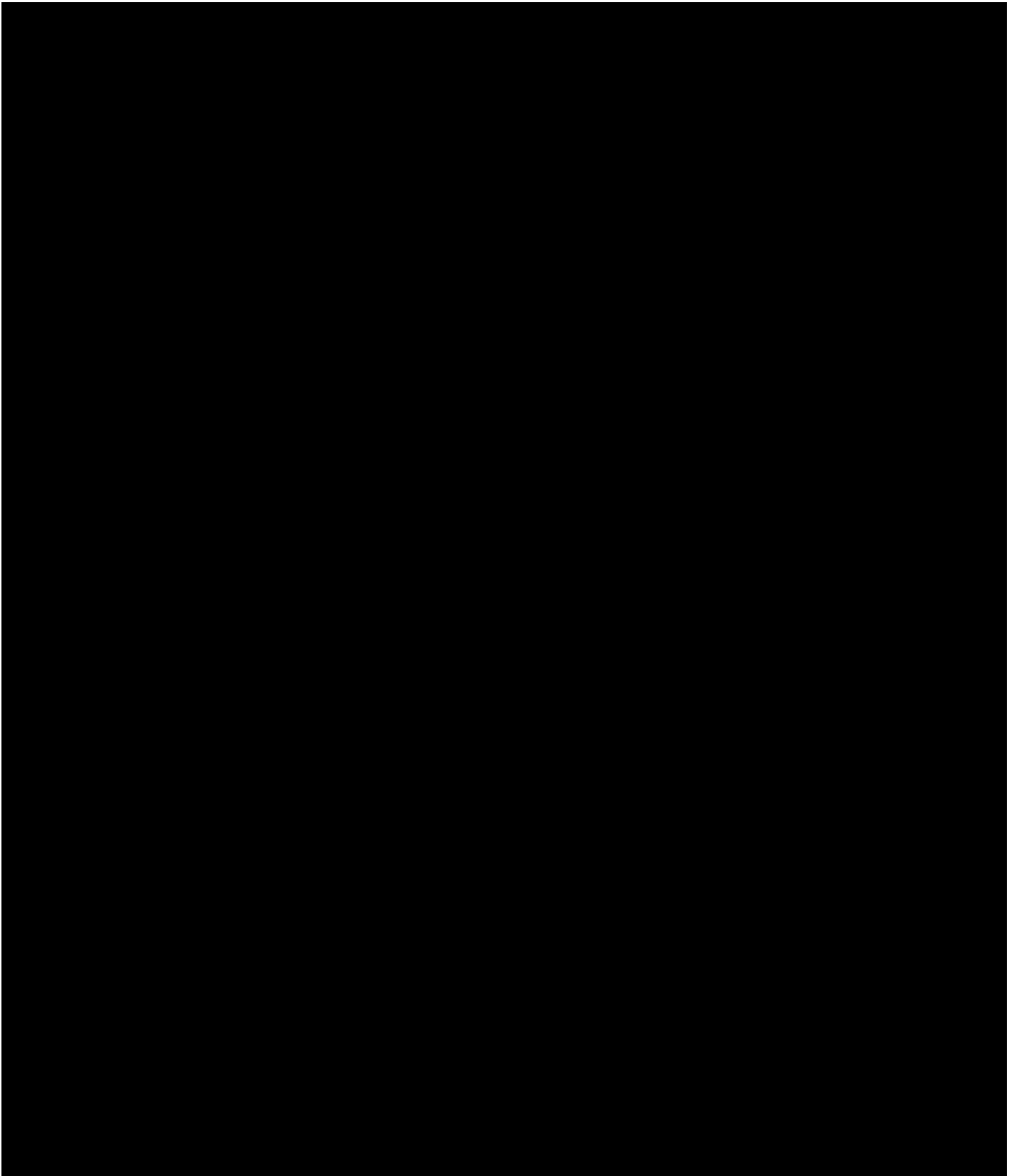
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Job Completion



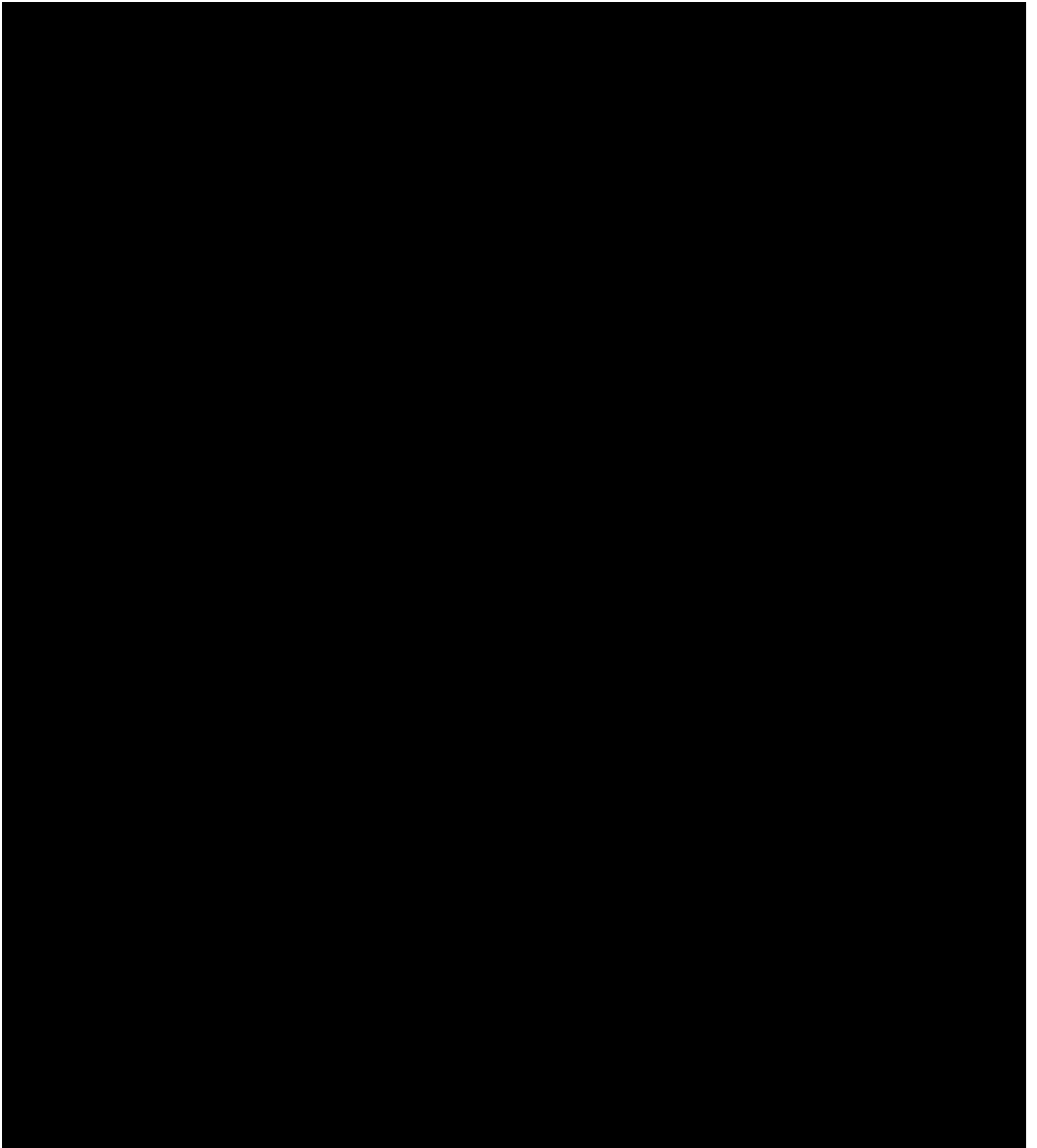
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Job Completion (Continued)



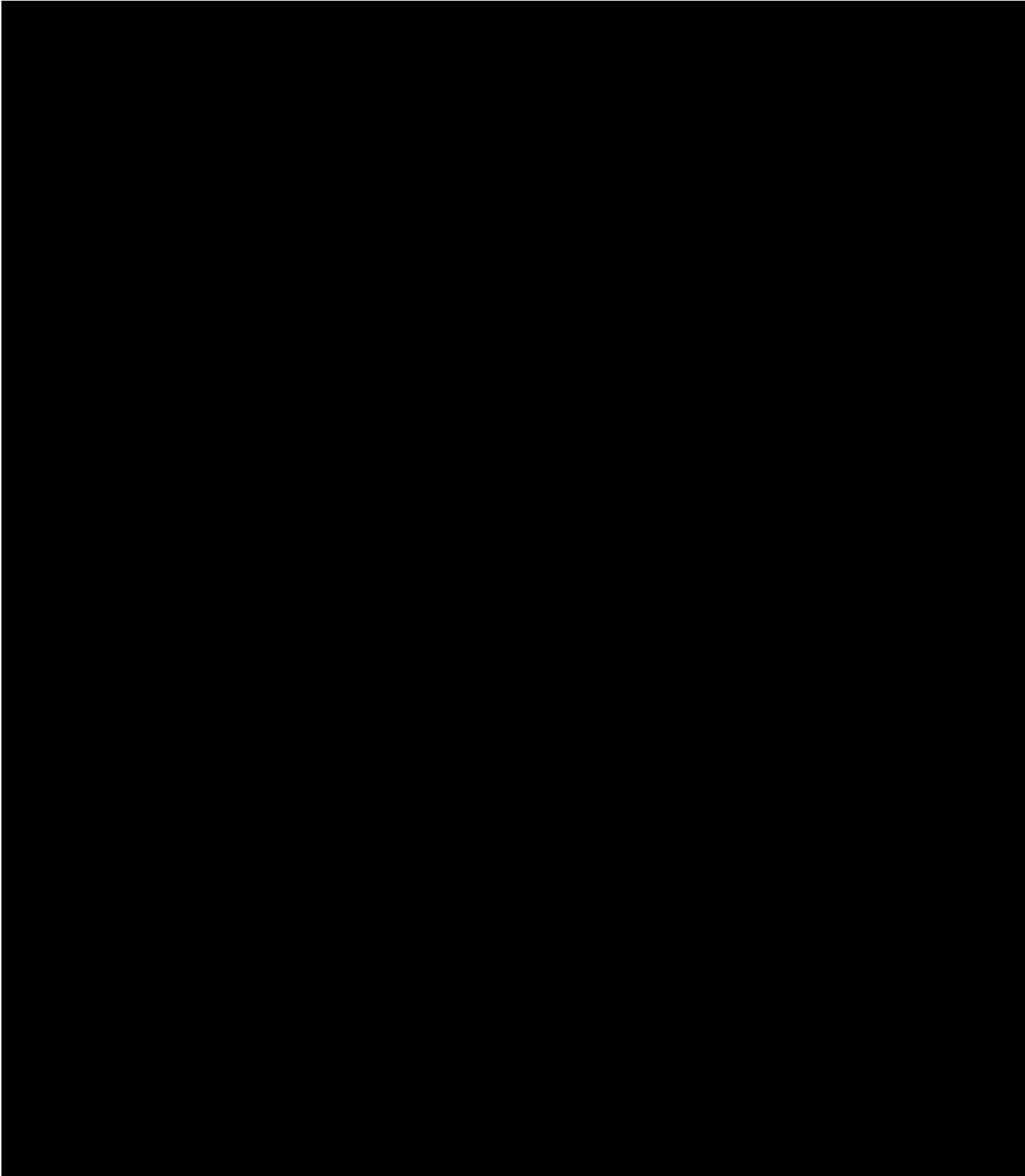
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Job Completion (Continued)



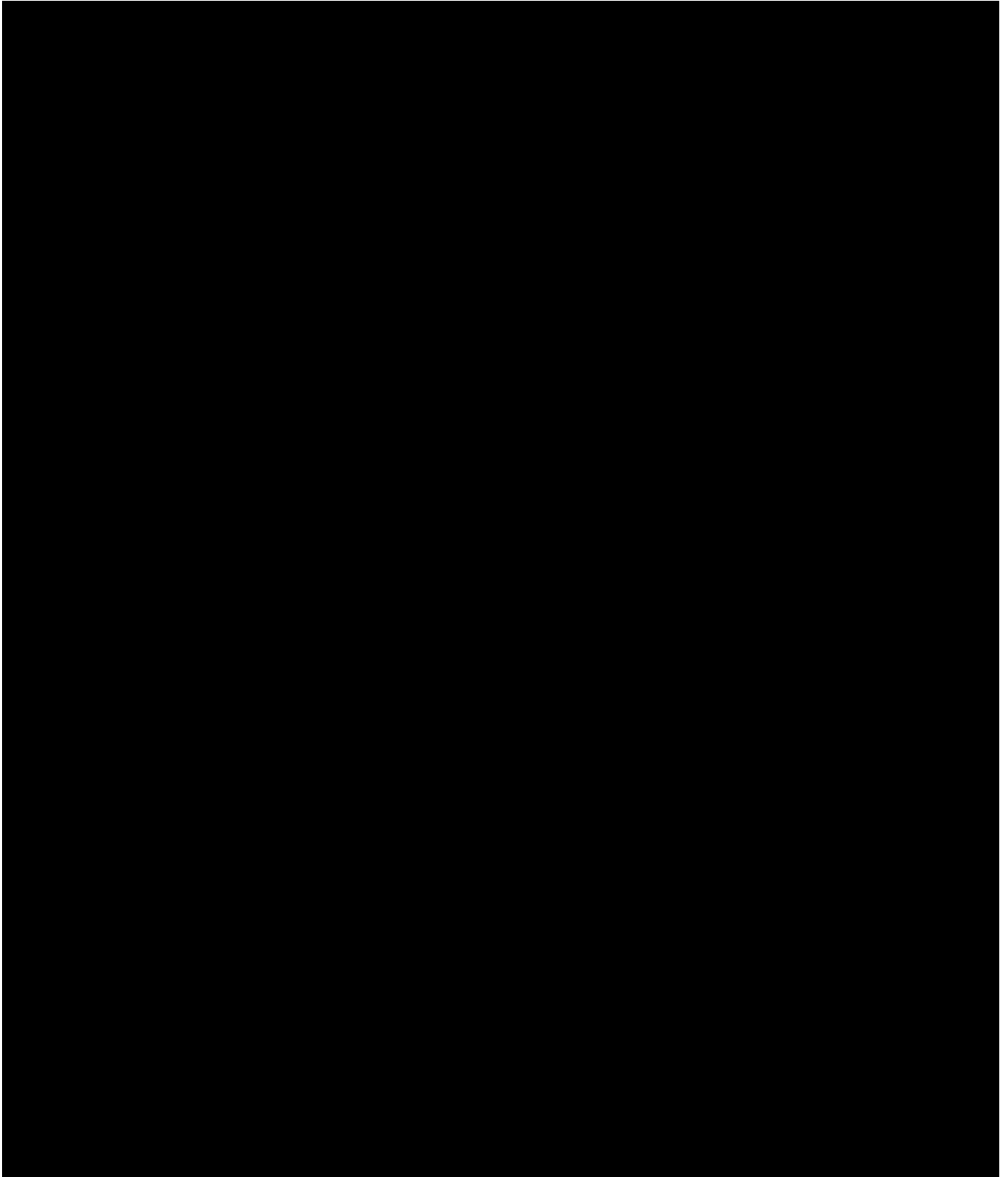
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Job Completion (Continued)



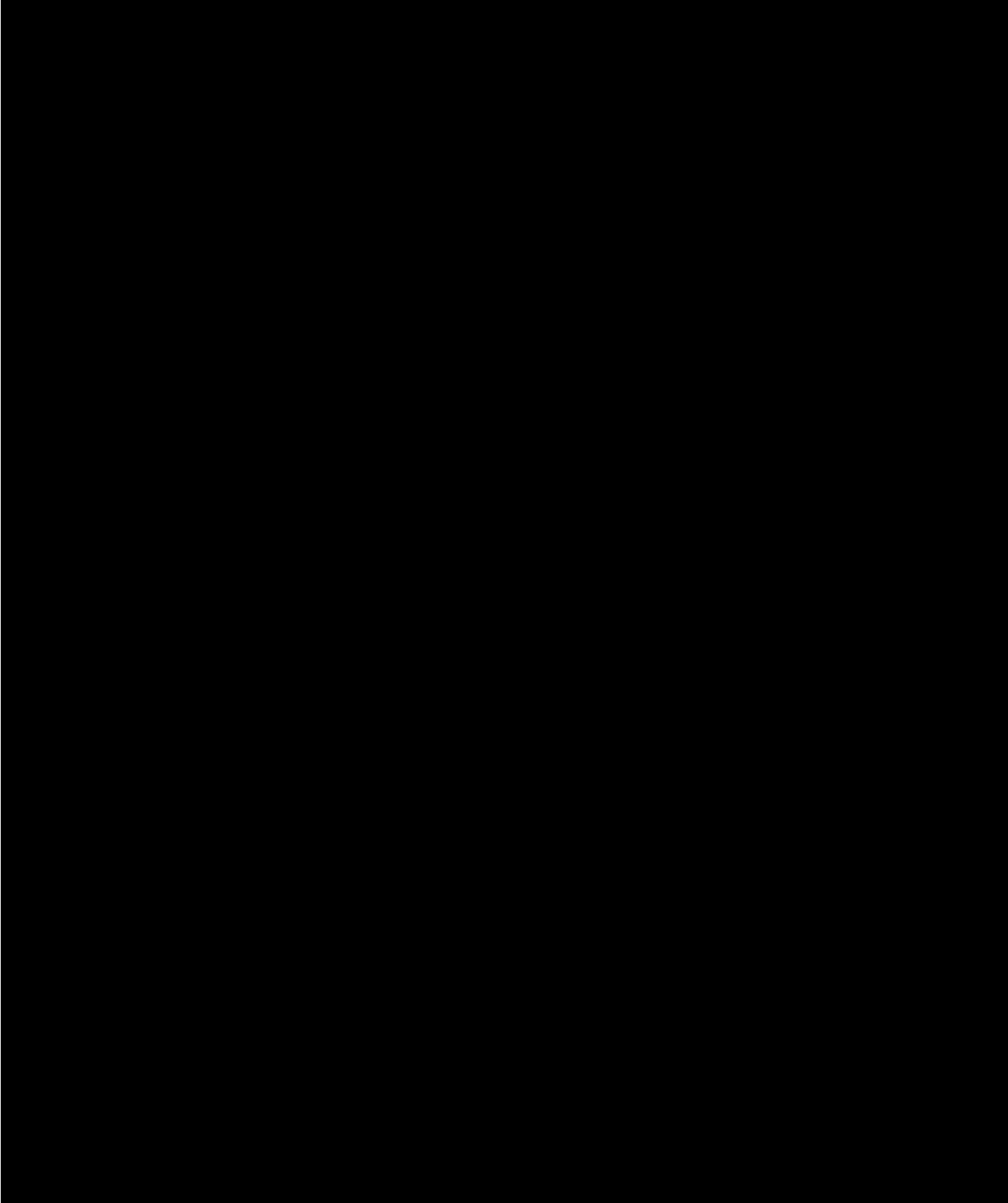
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Job Completion (Continued)



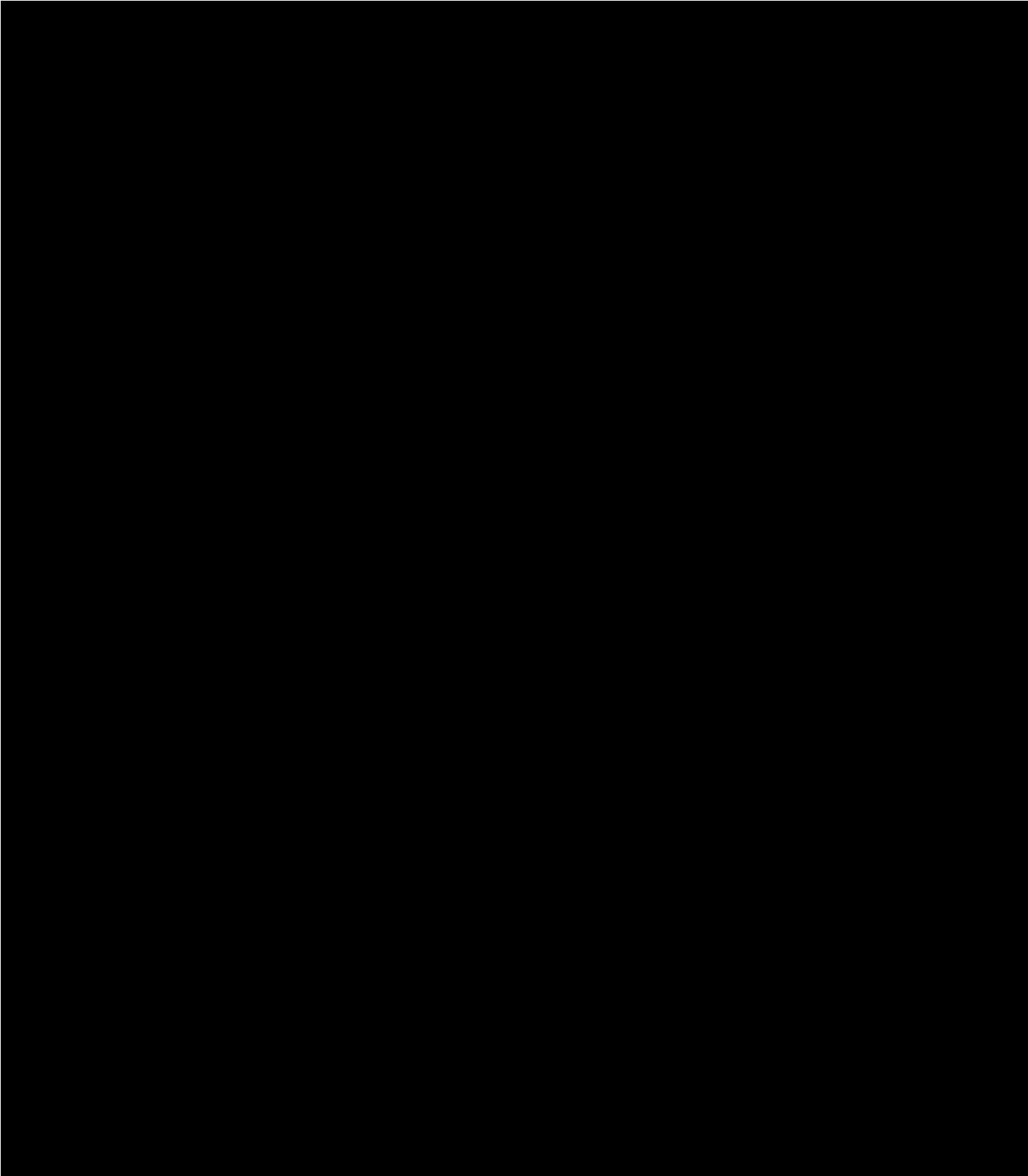
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Job Completion (Continued)



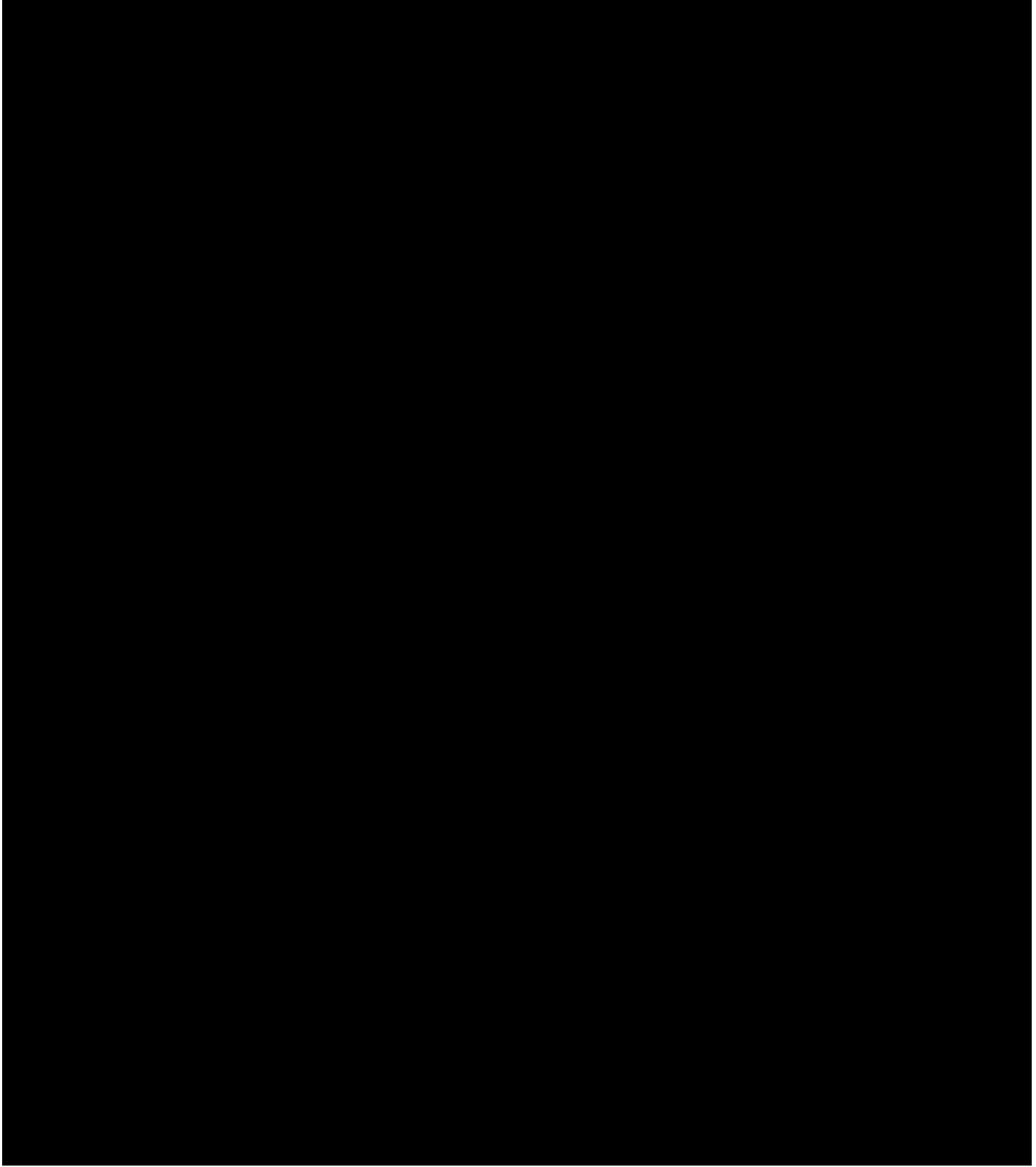
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Job Completion (Continued)



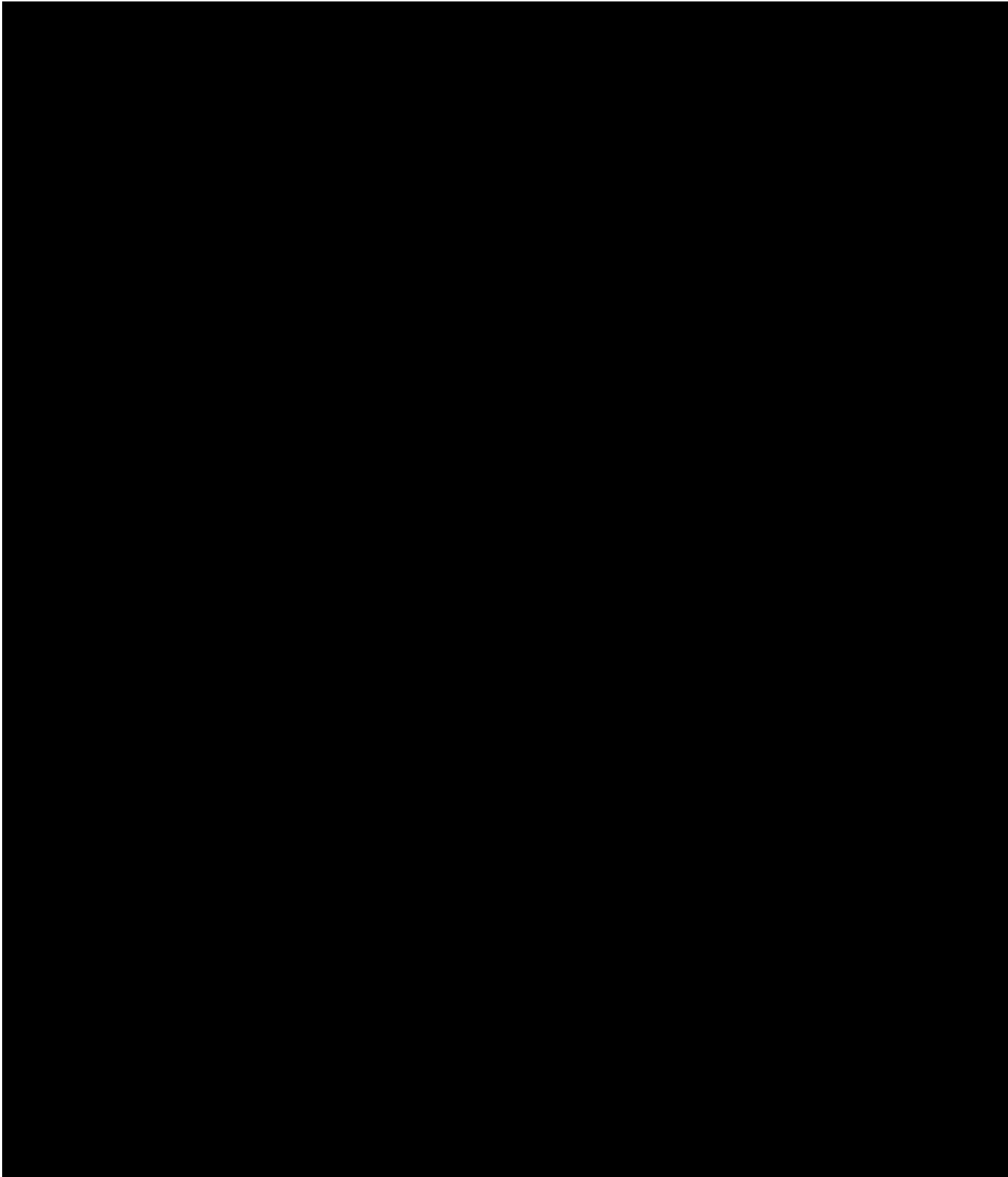
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

Maintenance

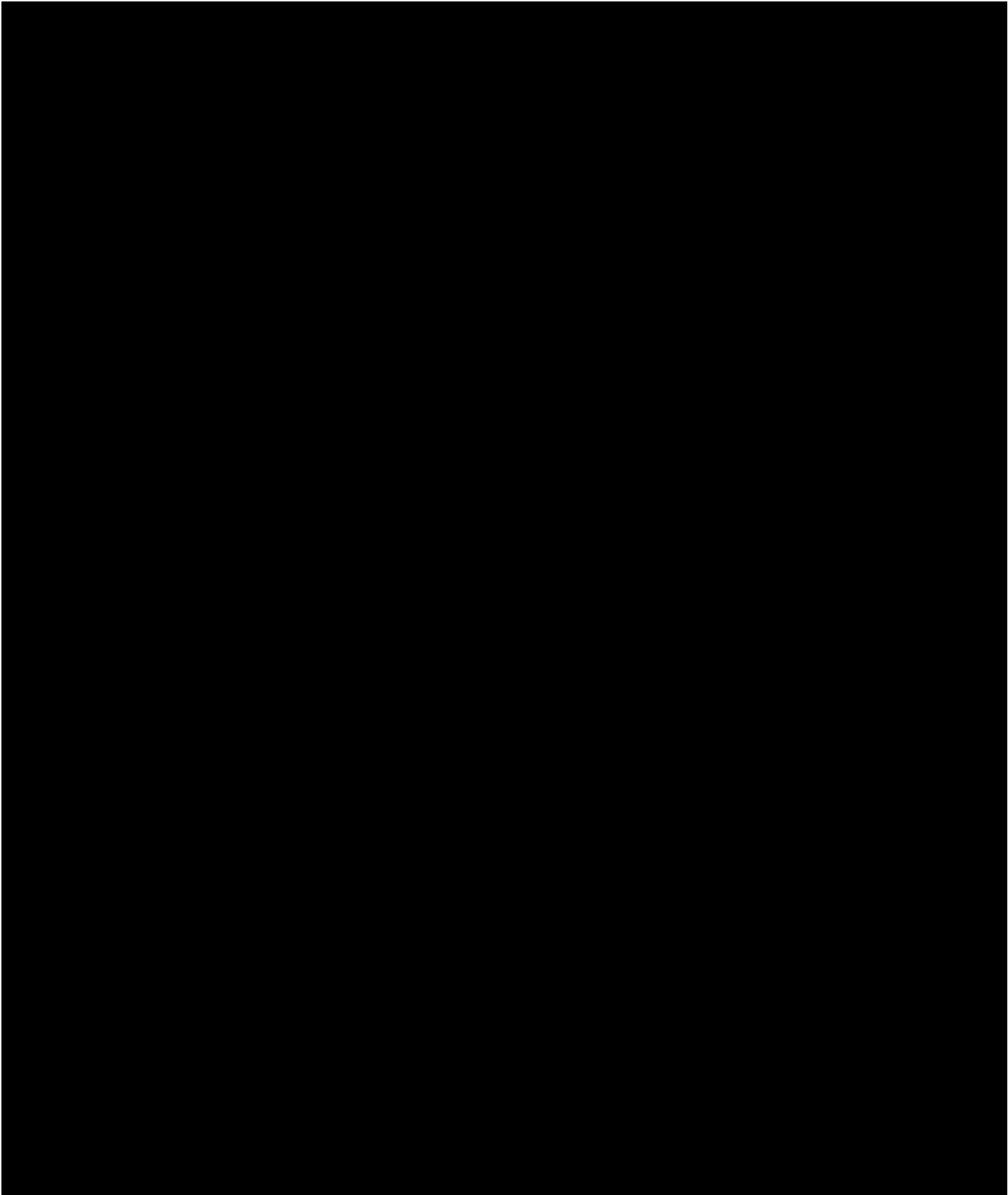


NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

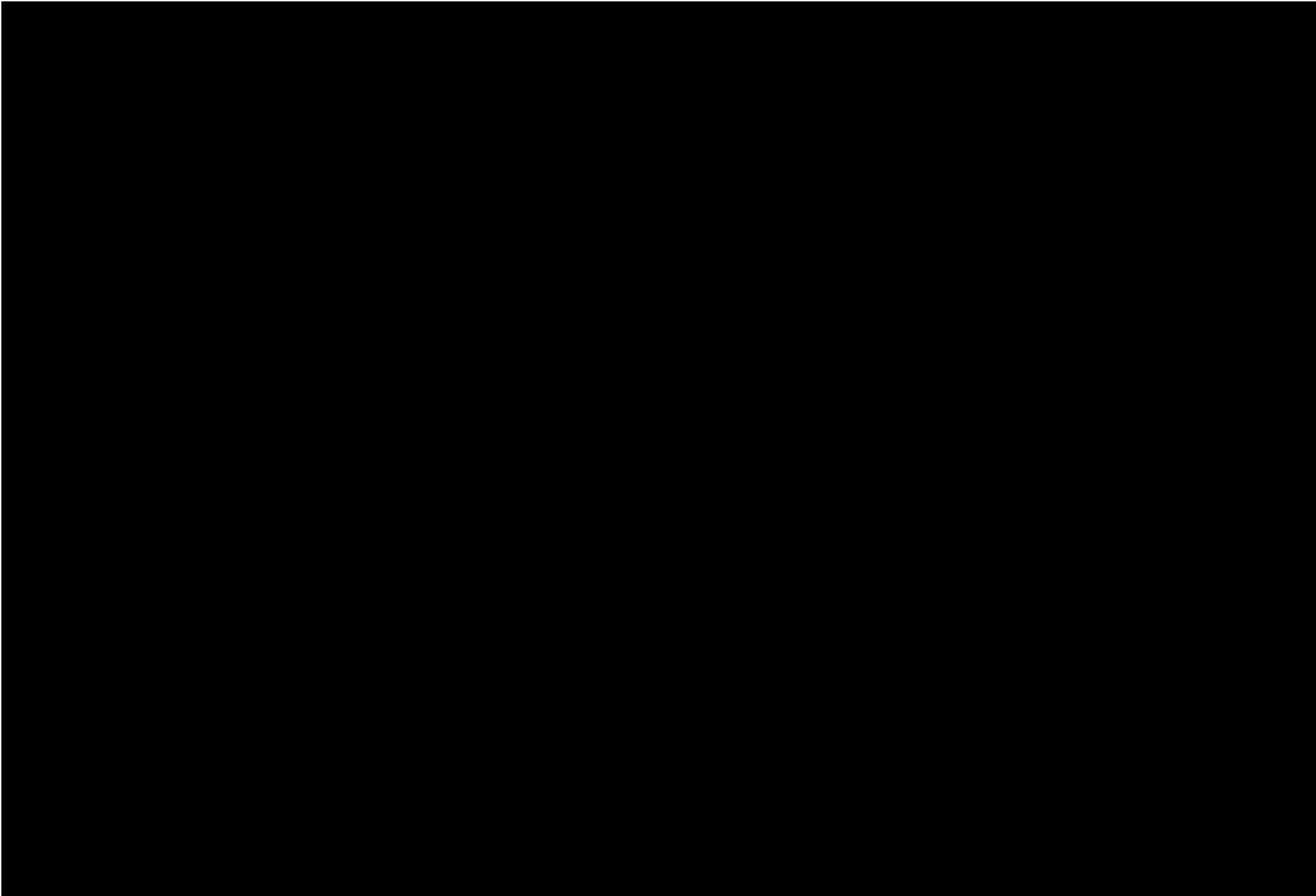
Maintenance (Continued)



NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

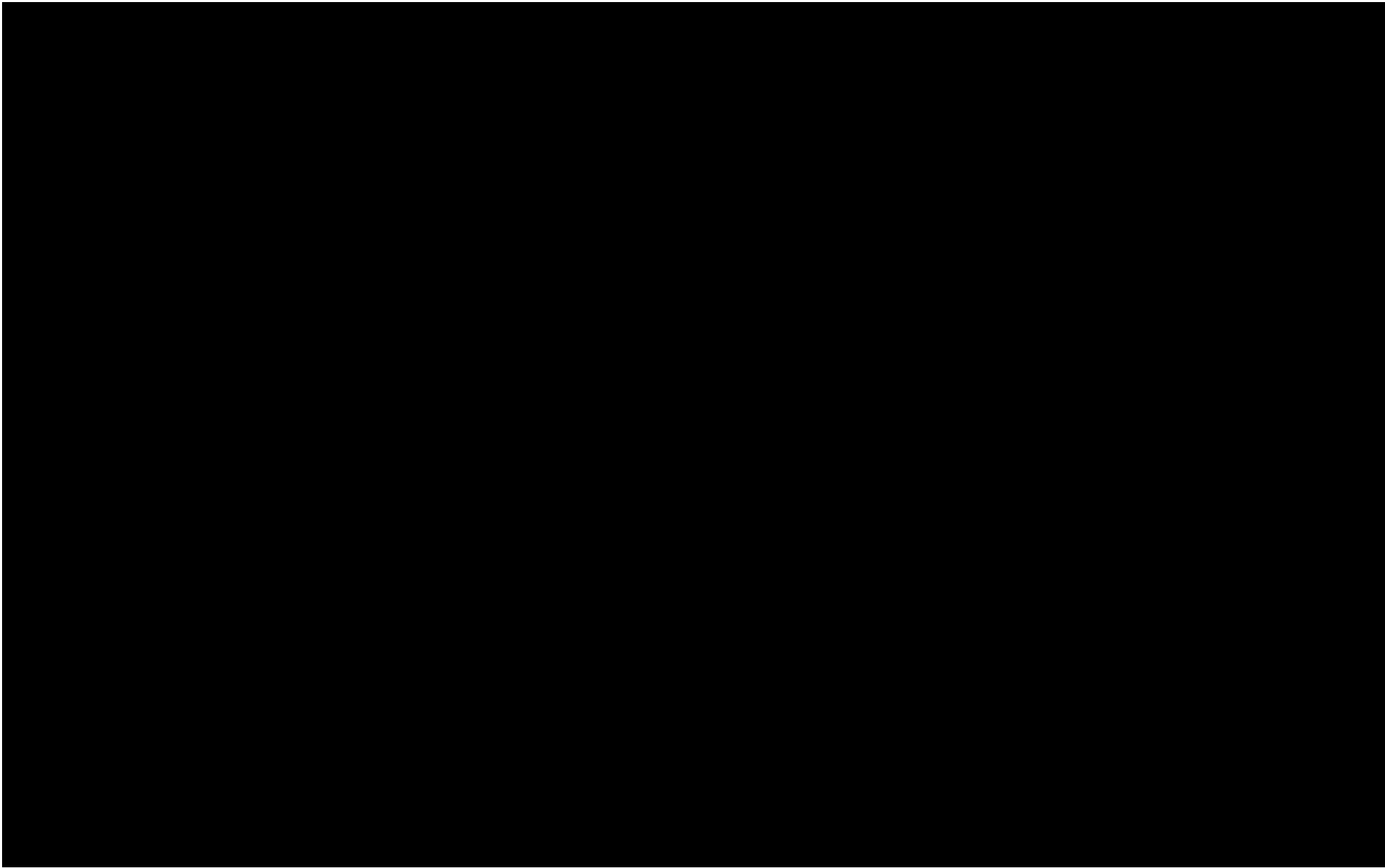


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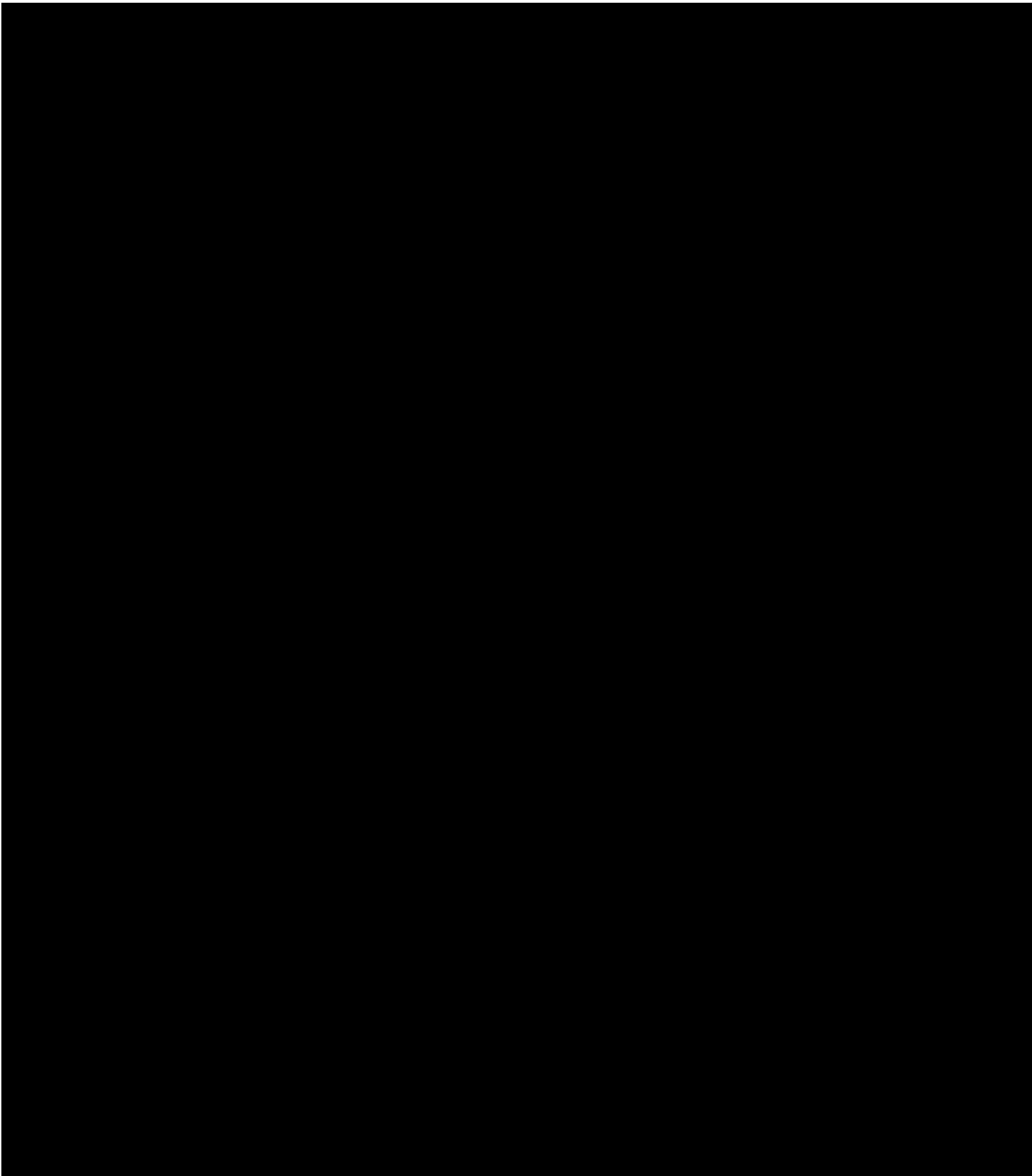
NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.





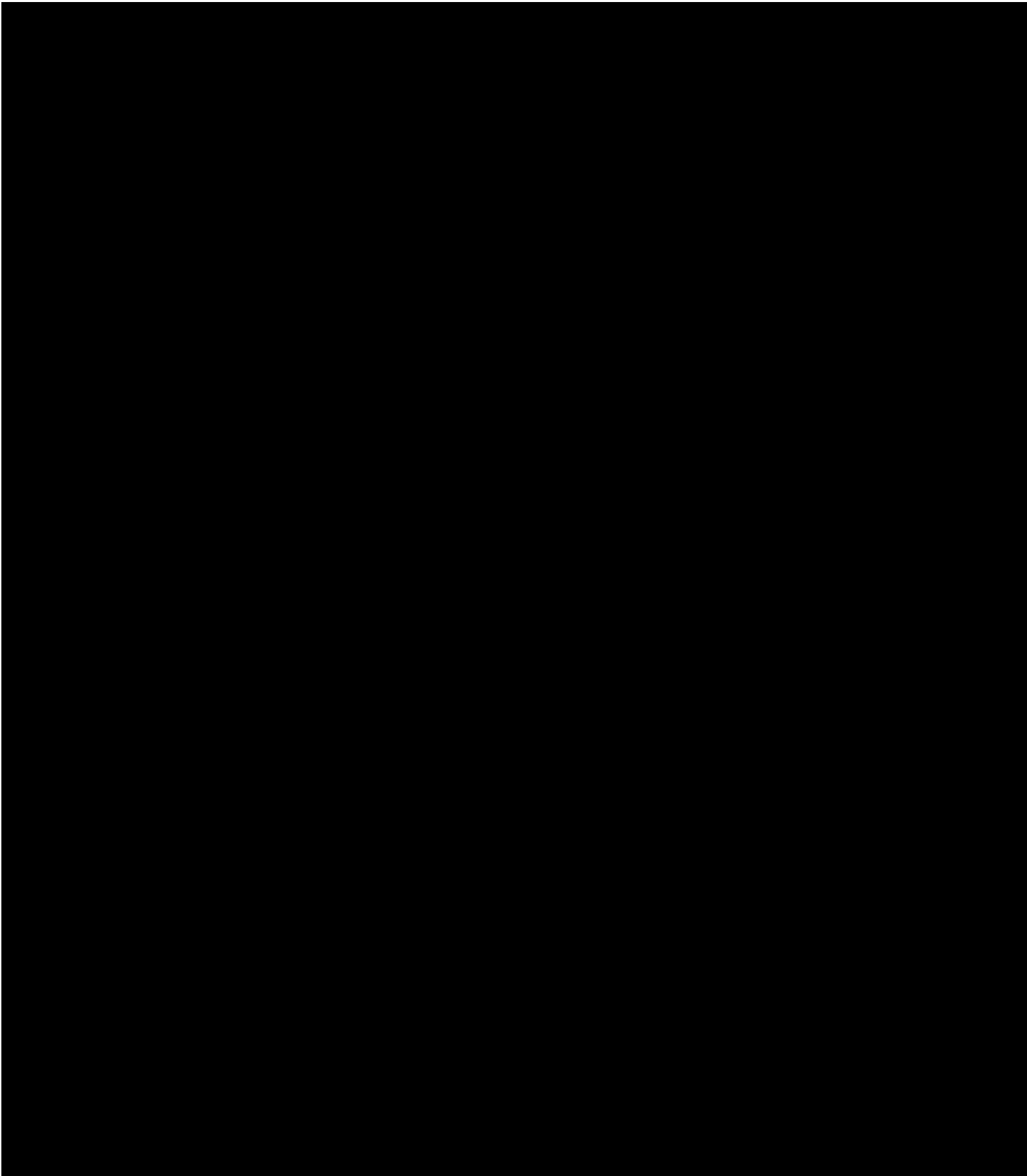
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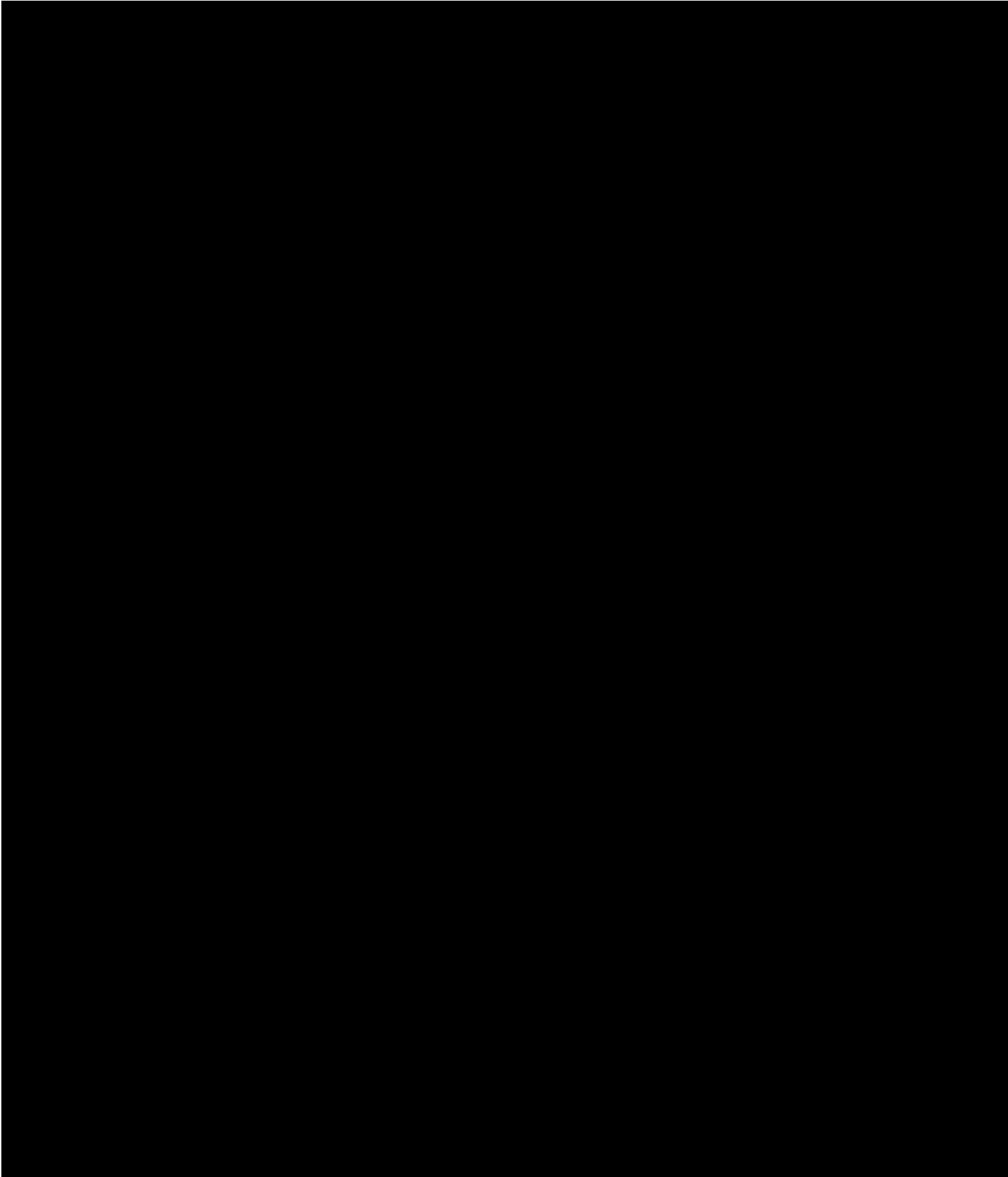


NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.



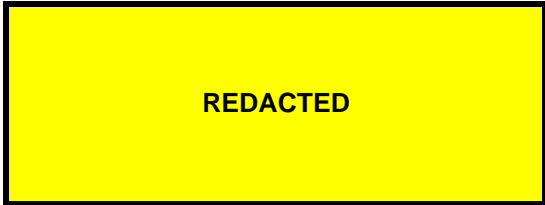


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EXHIBIT IR-4[11]



REDACTED

Table of Contents:

Pre- Call Checklist

Outbound Process & Scripting

TWO Scenarios

- **Voice Only -No Fax, Alarm line, Credit Card, or HSI usage – STEP 7**
- **Voice & Data usage and DOES use voice for Alarm, Credit Card and/or Fax – STEP 8**

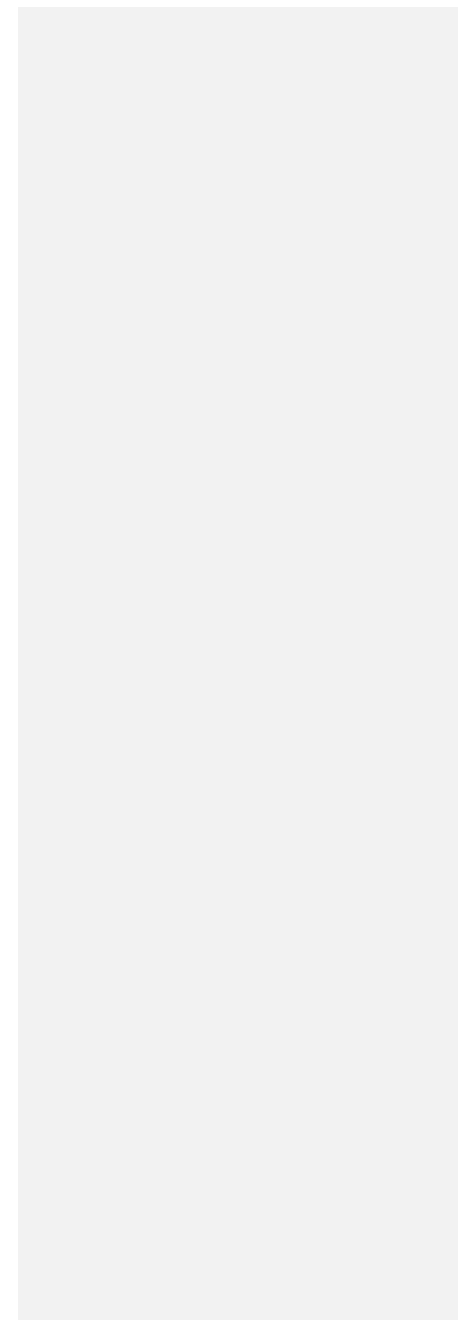
VZW Gift Card from Verizon directly

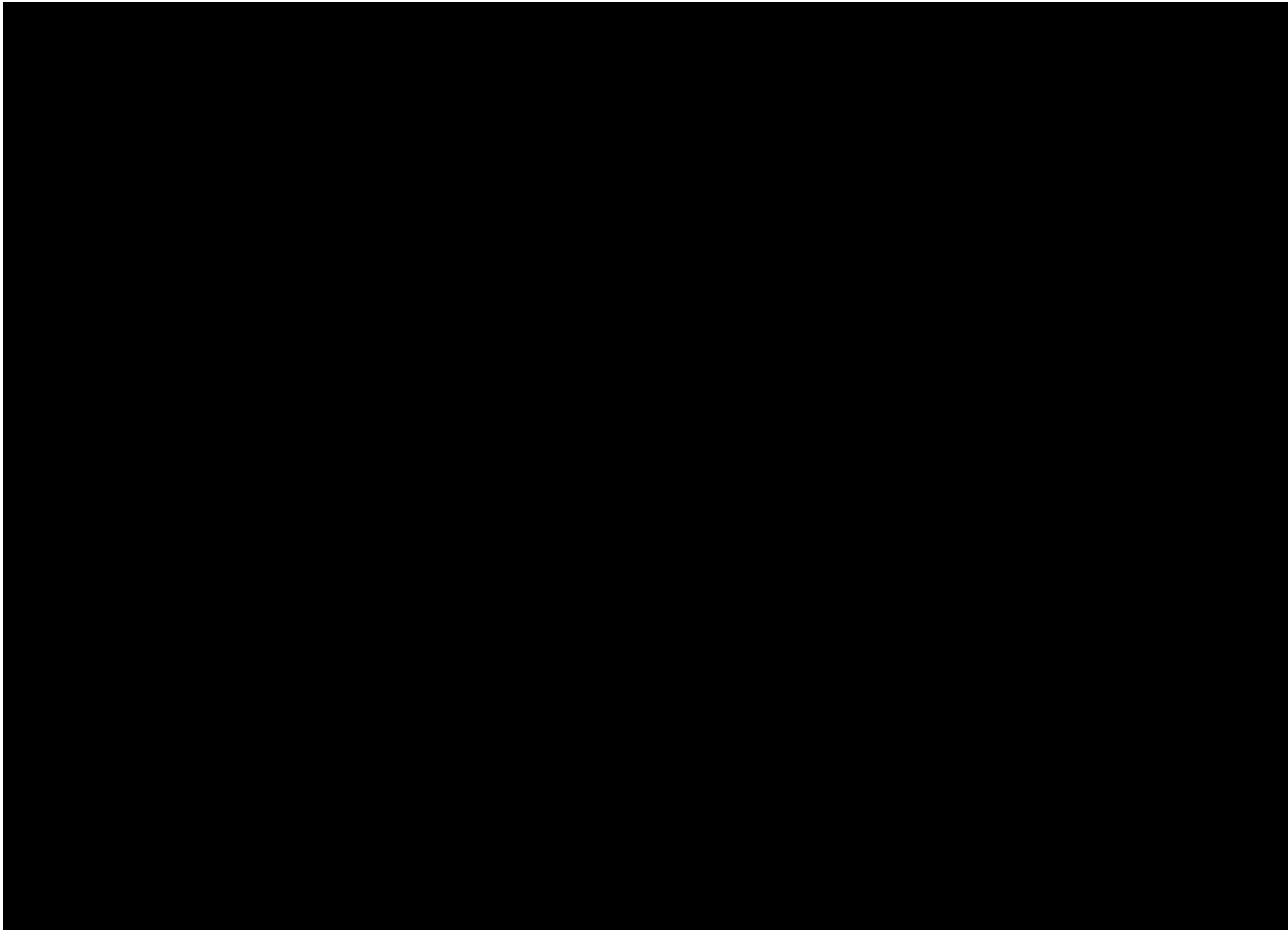
- How to order, Track and escalate VZW Gift Card from Verizon directly

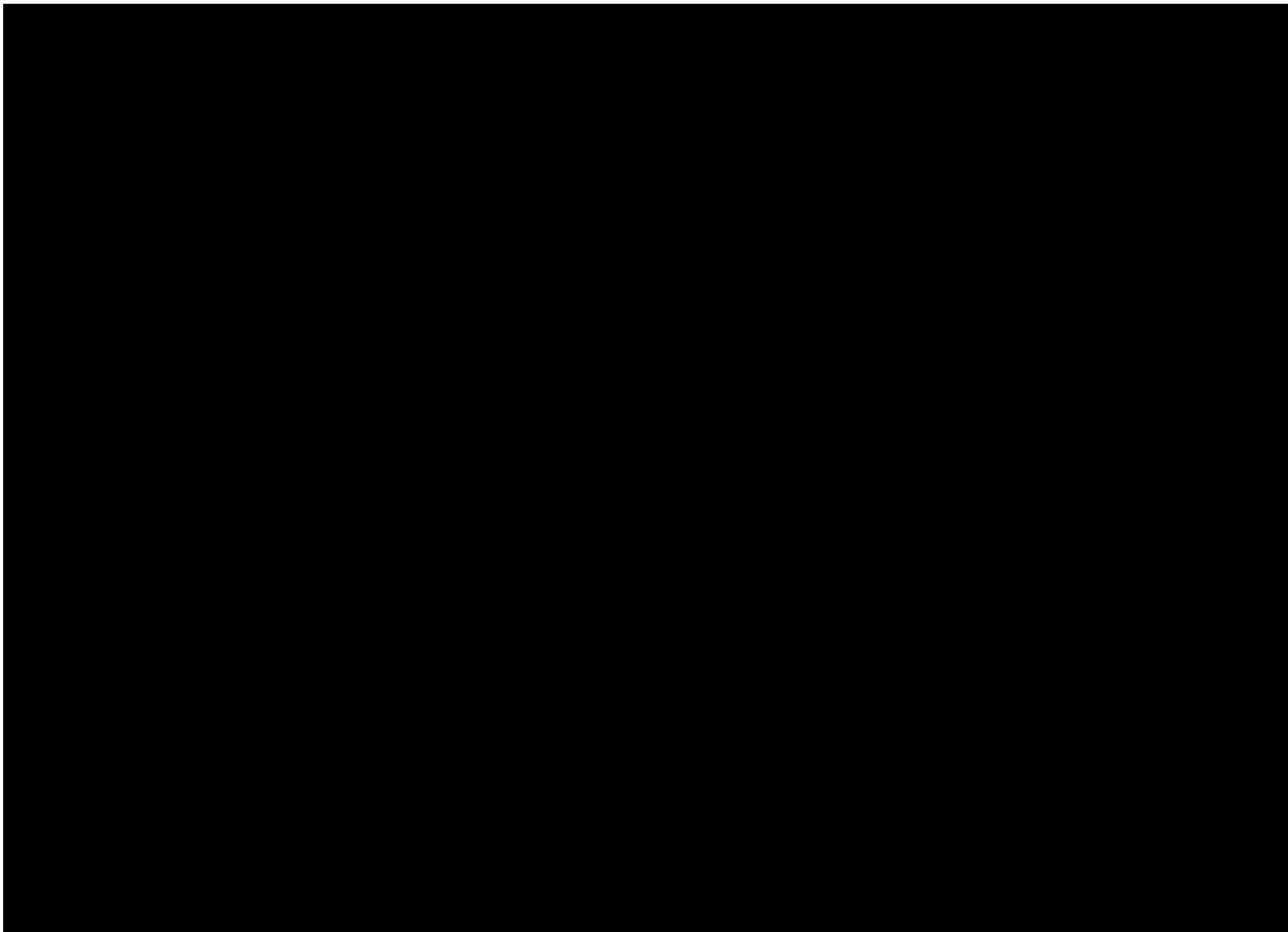
Order Entry process

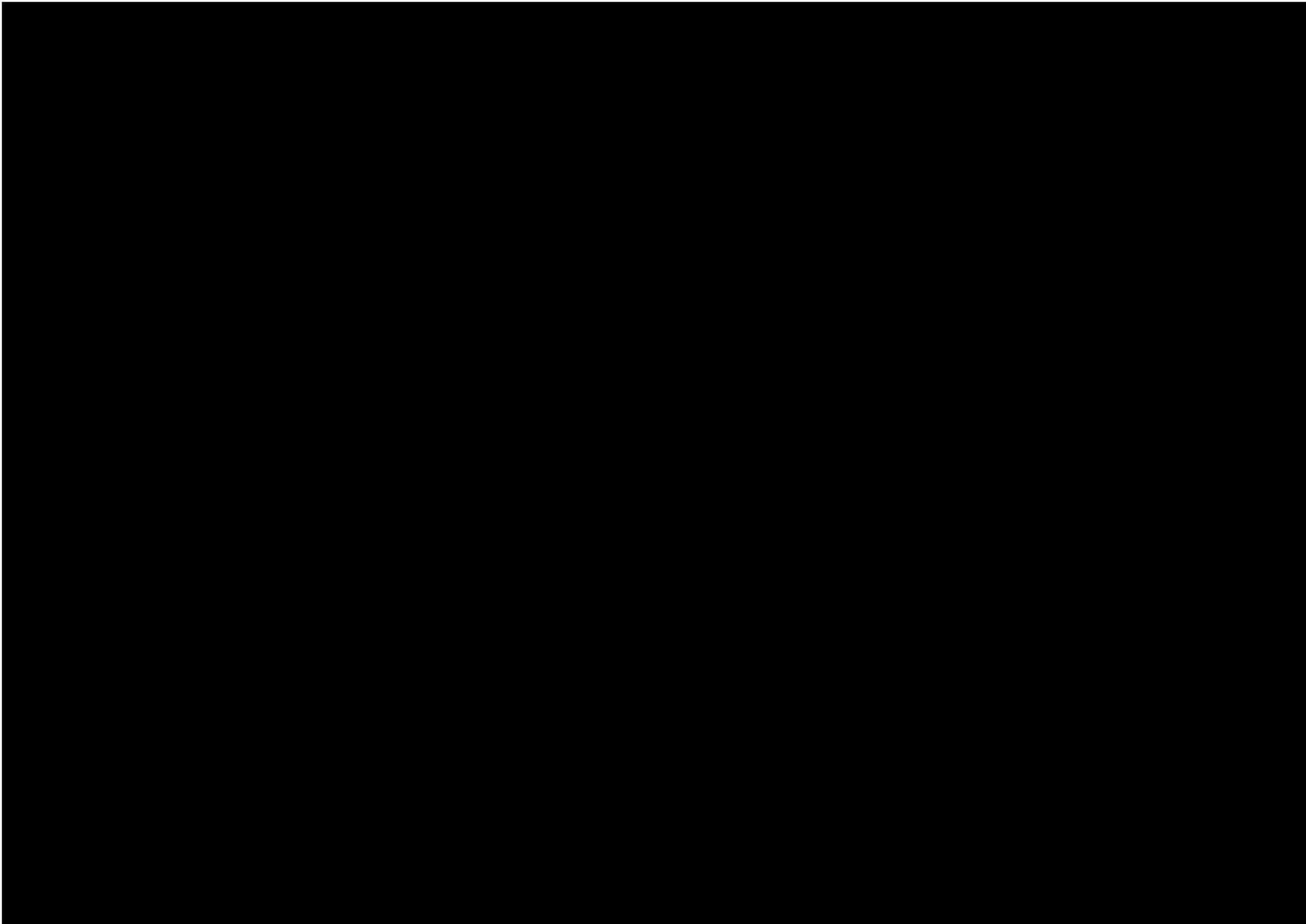
Disconnect Process

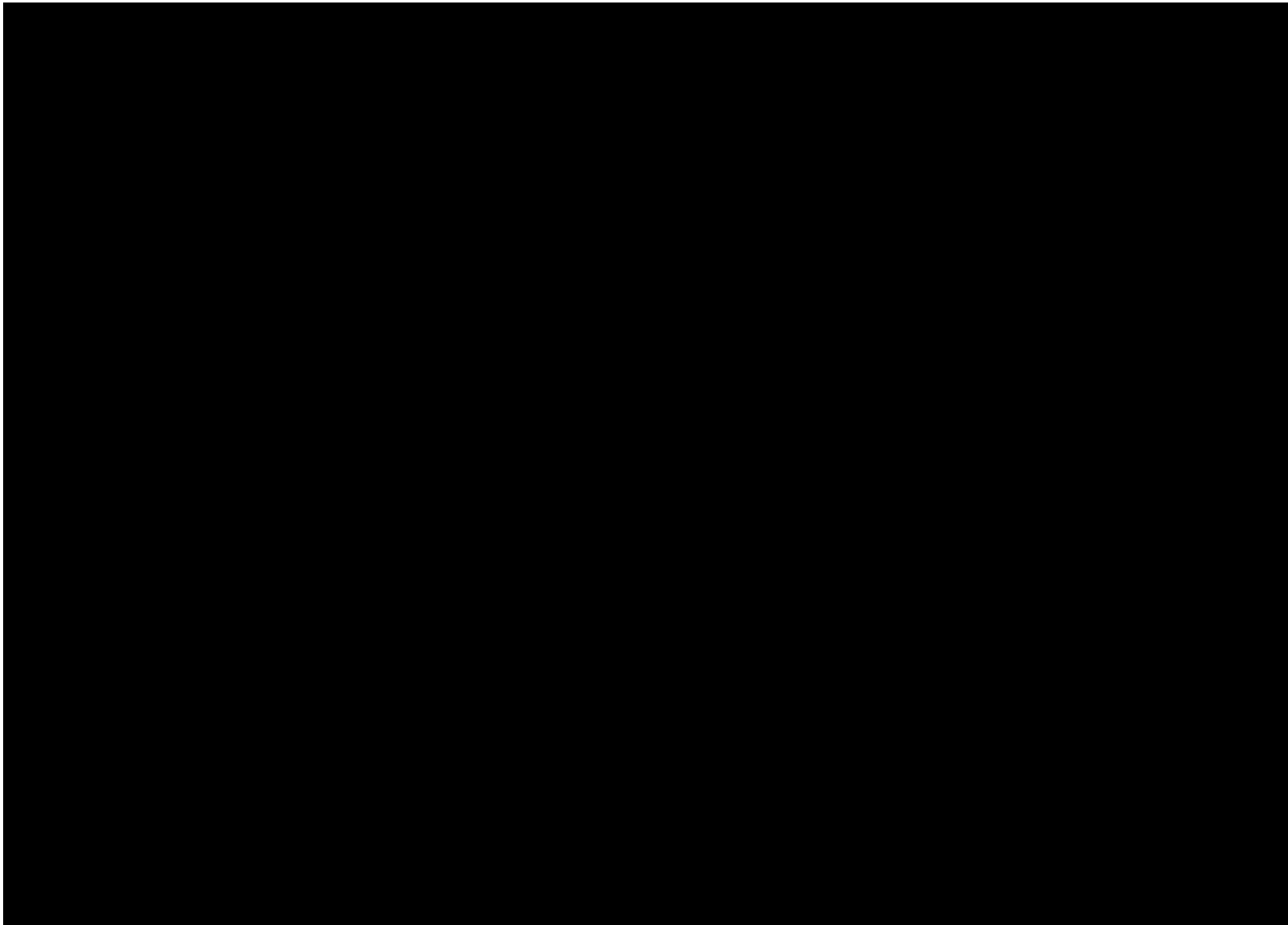
Billing Process

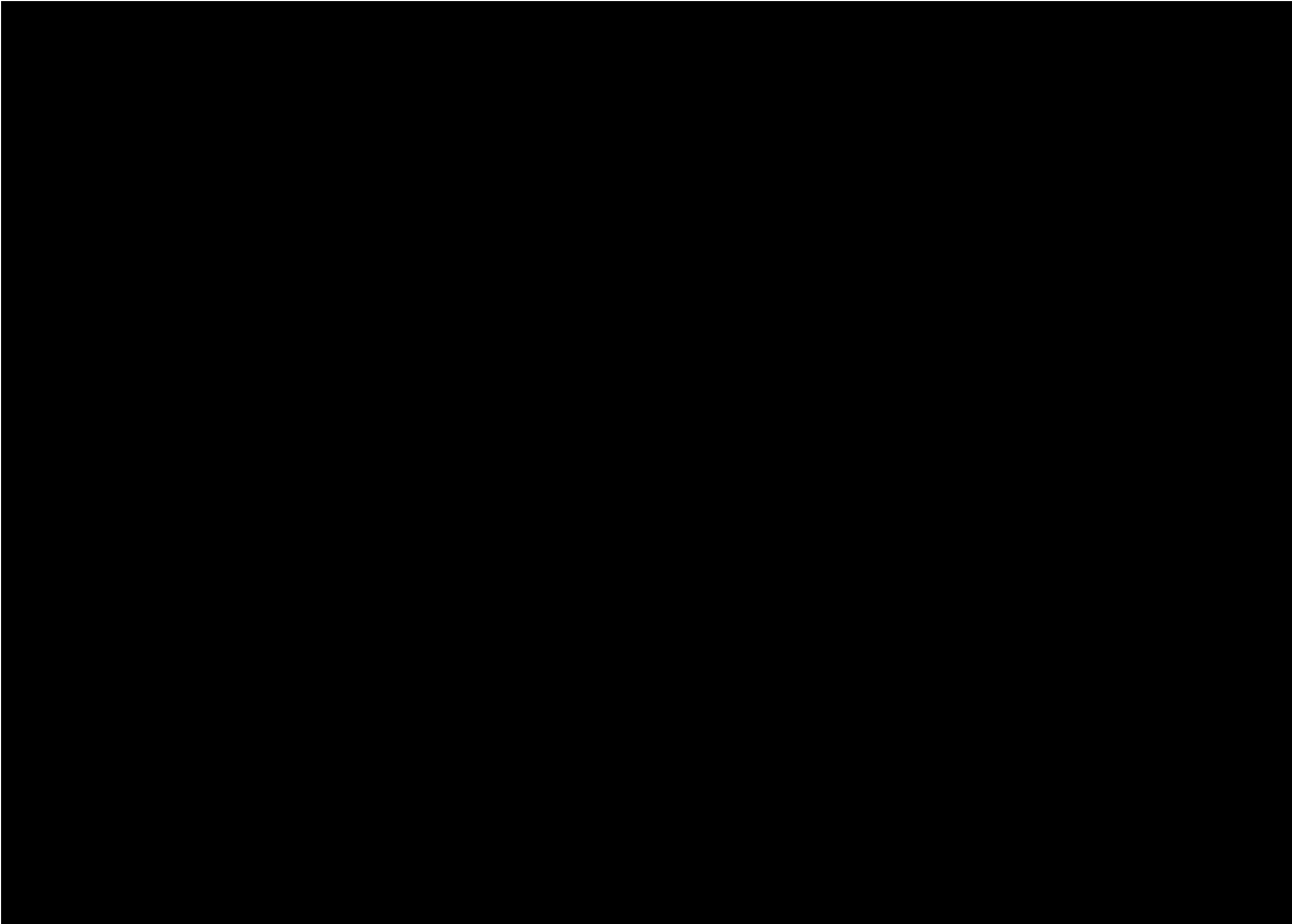


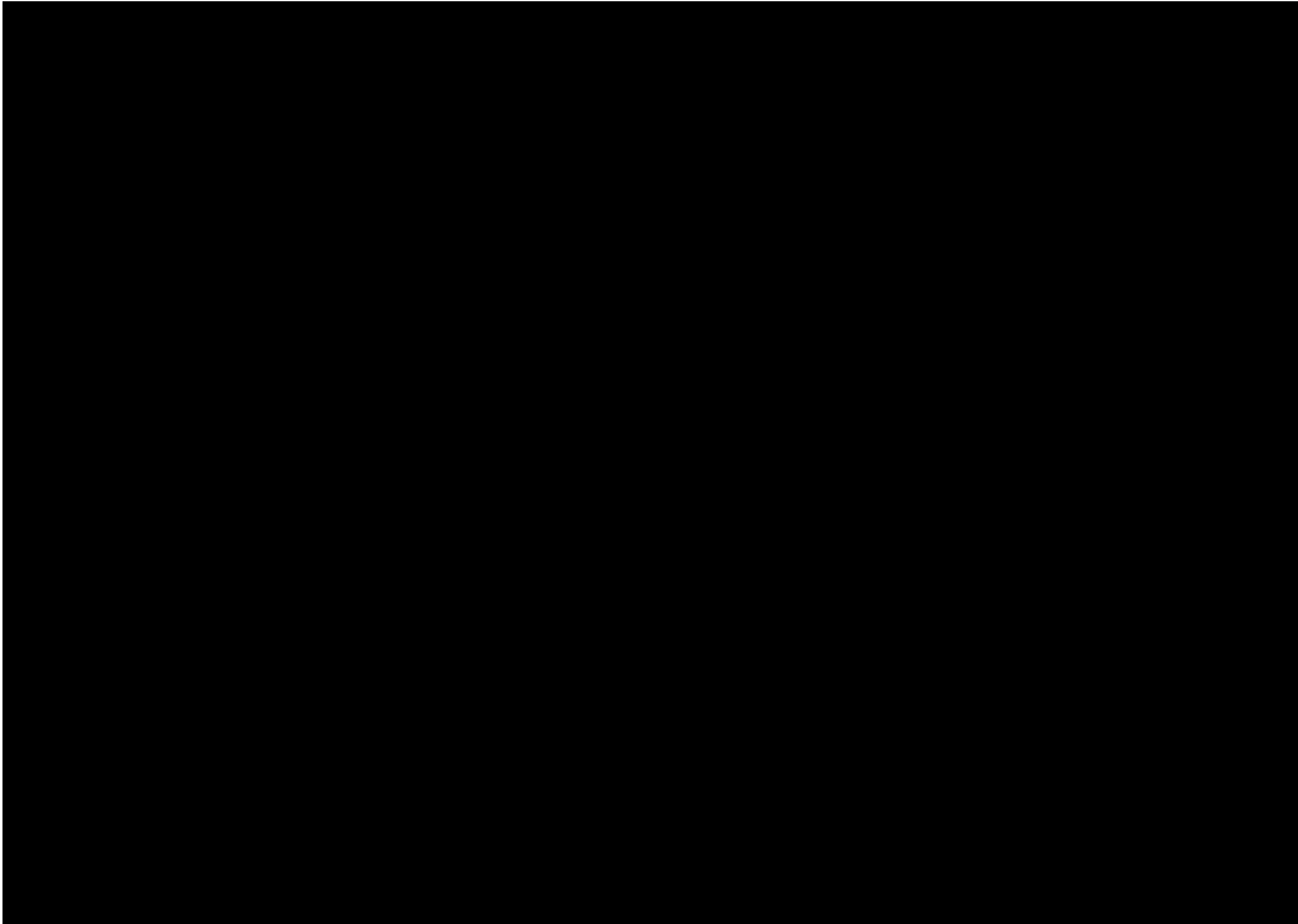




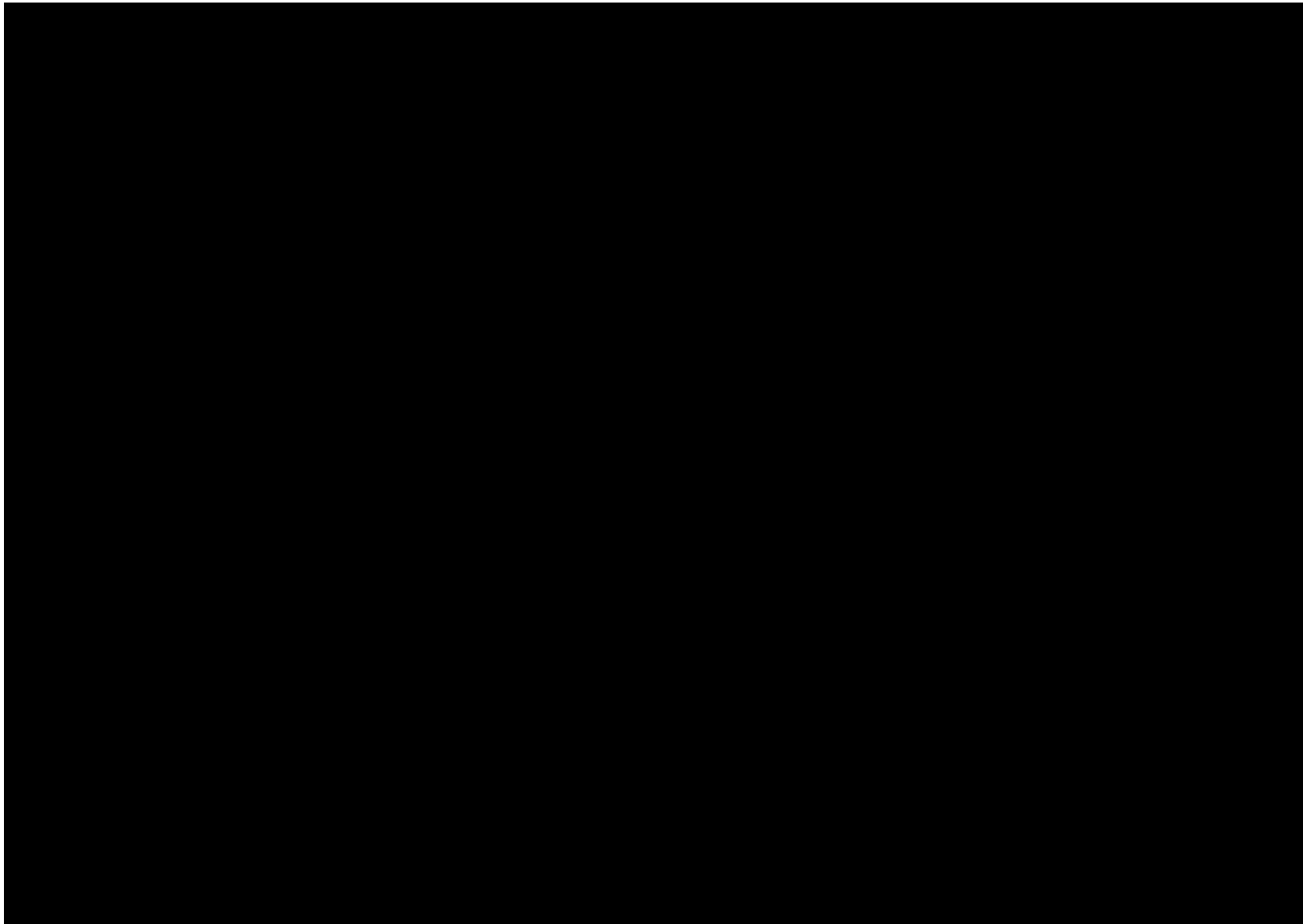


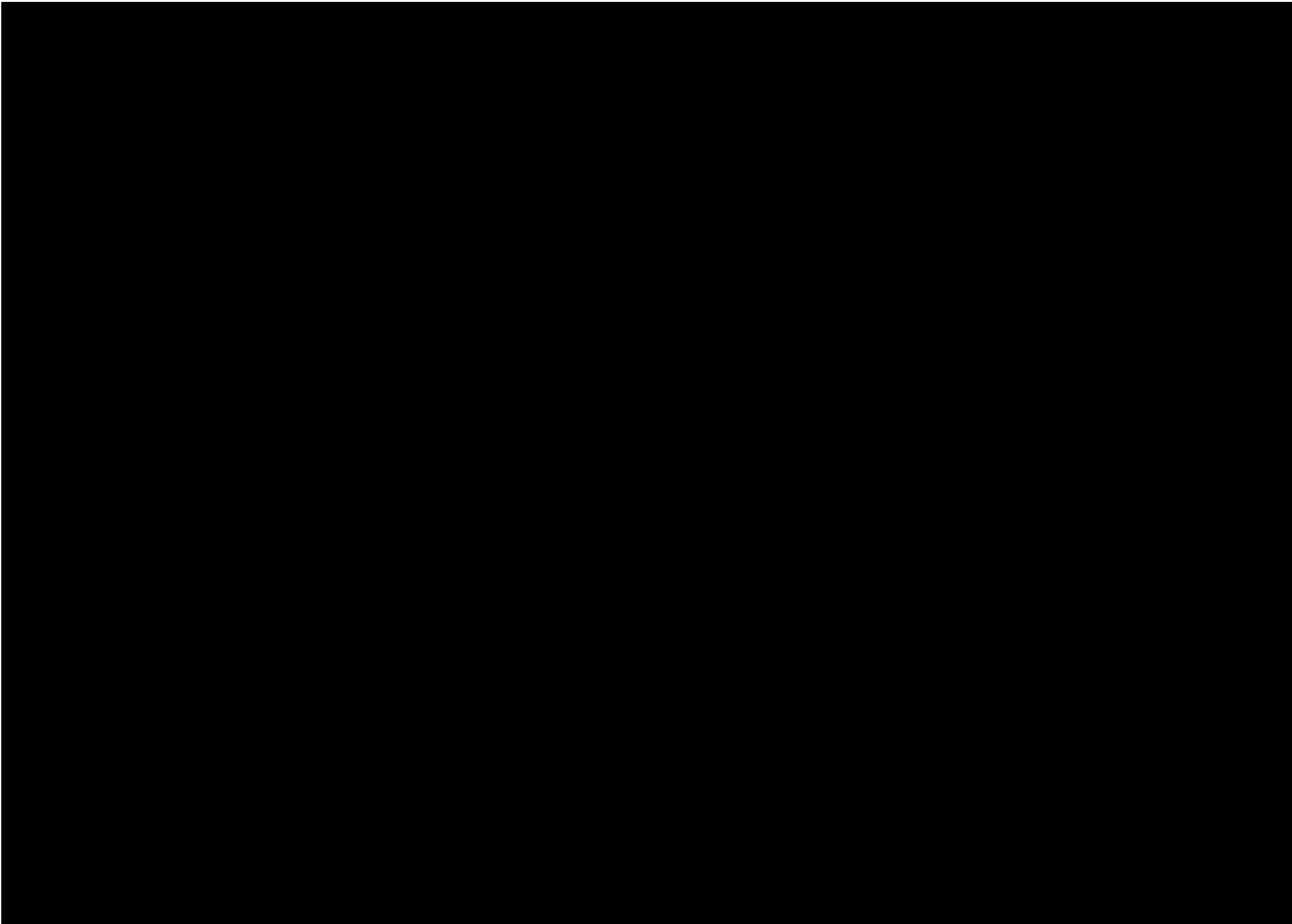


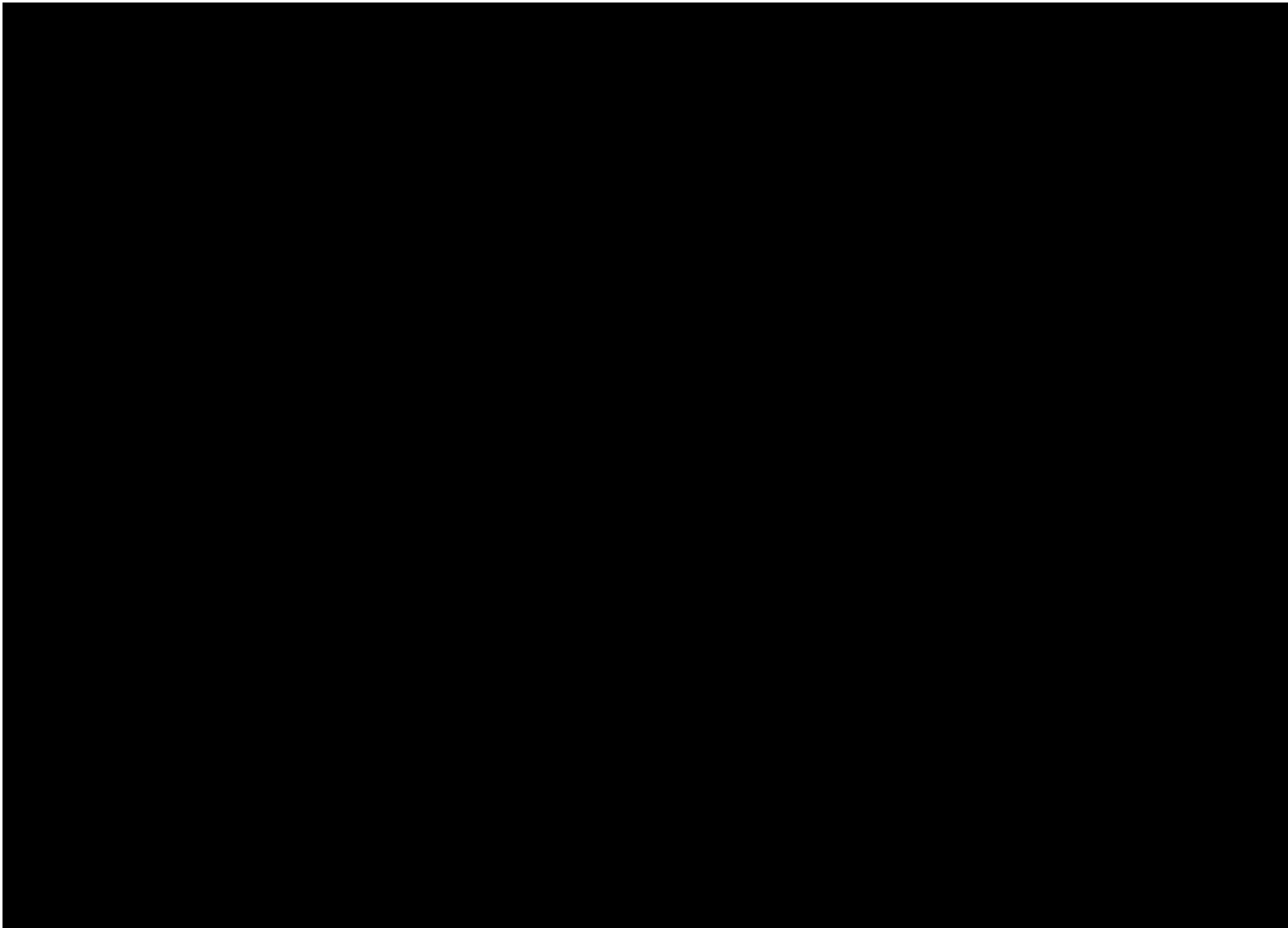


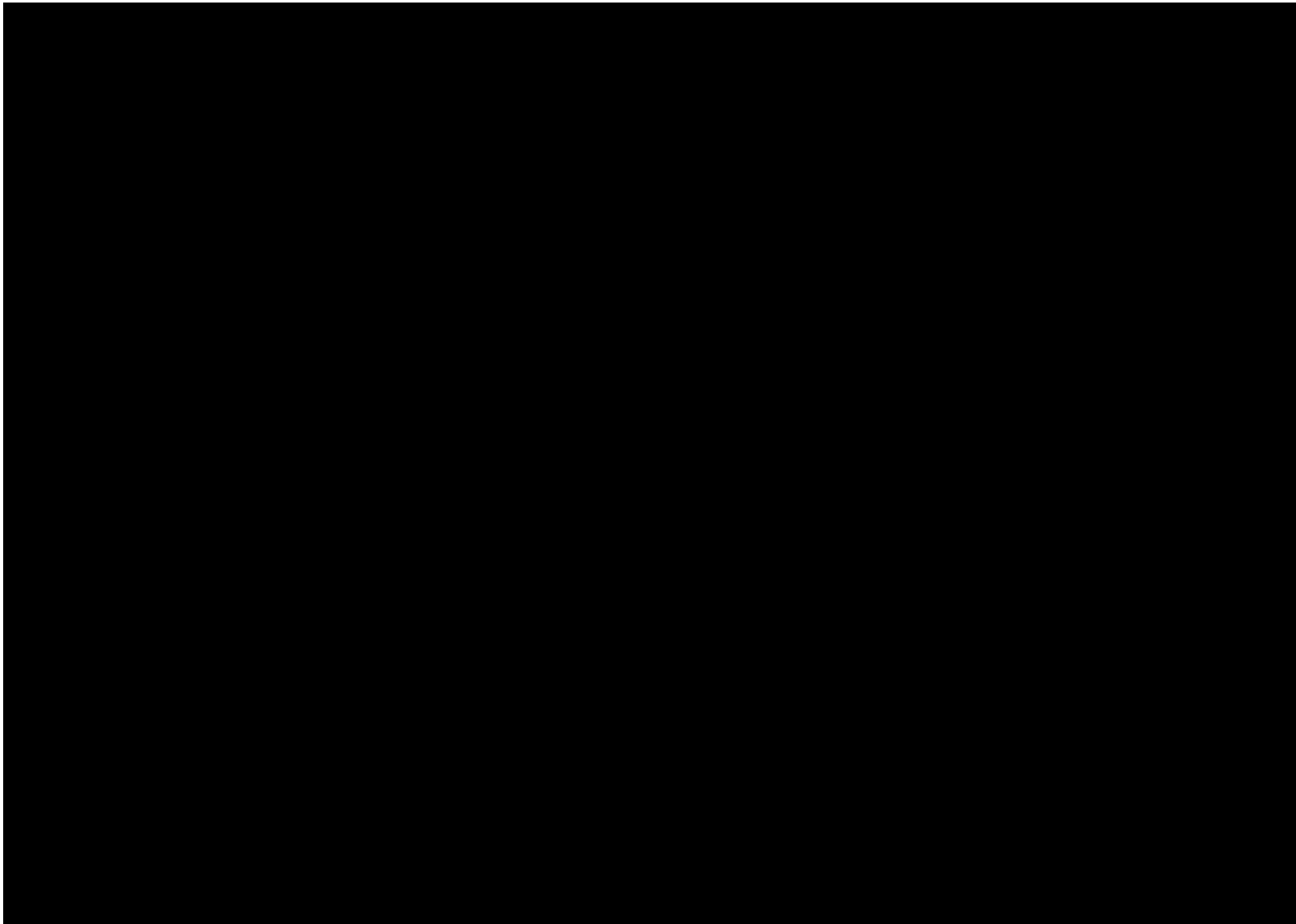


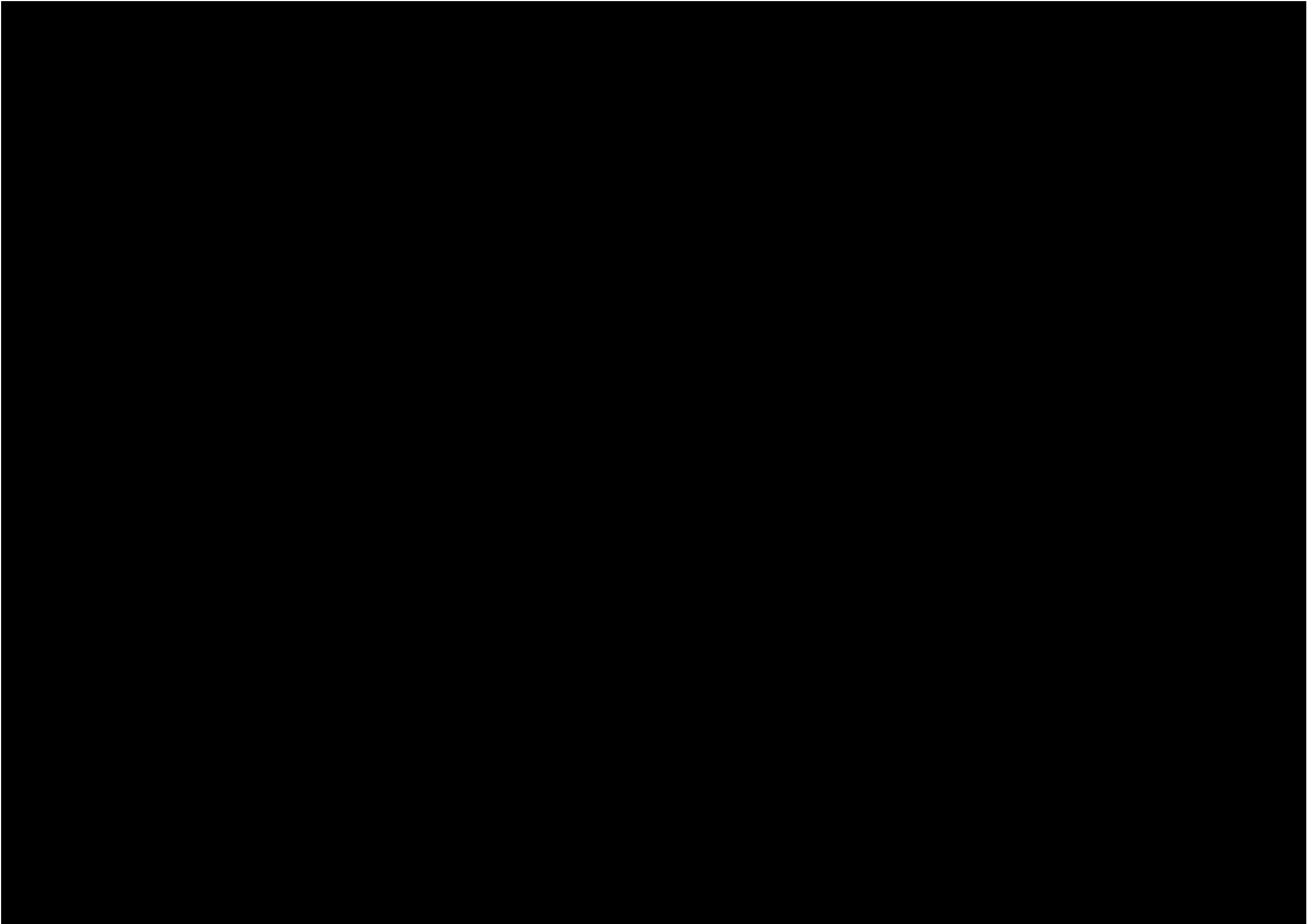


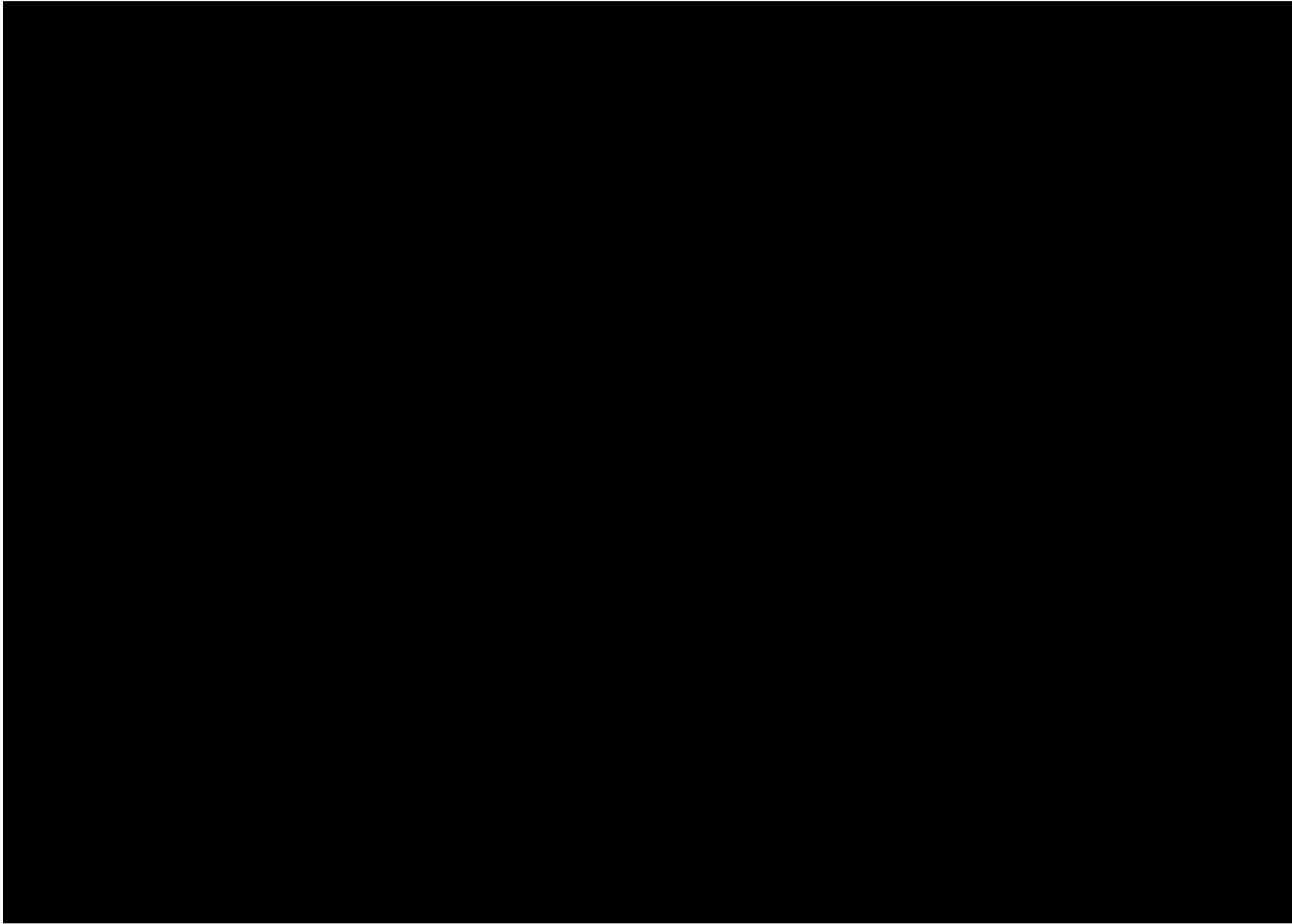












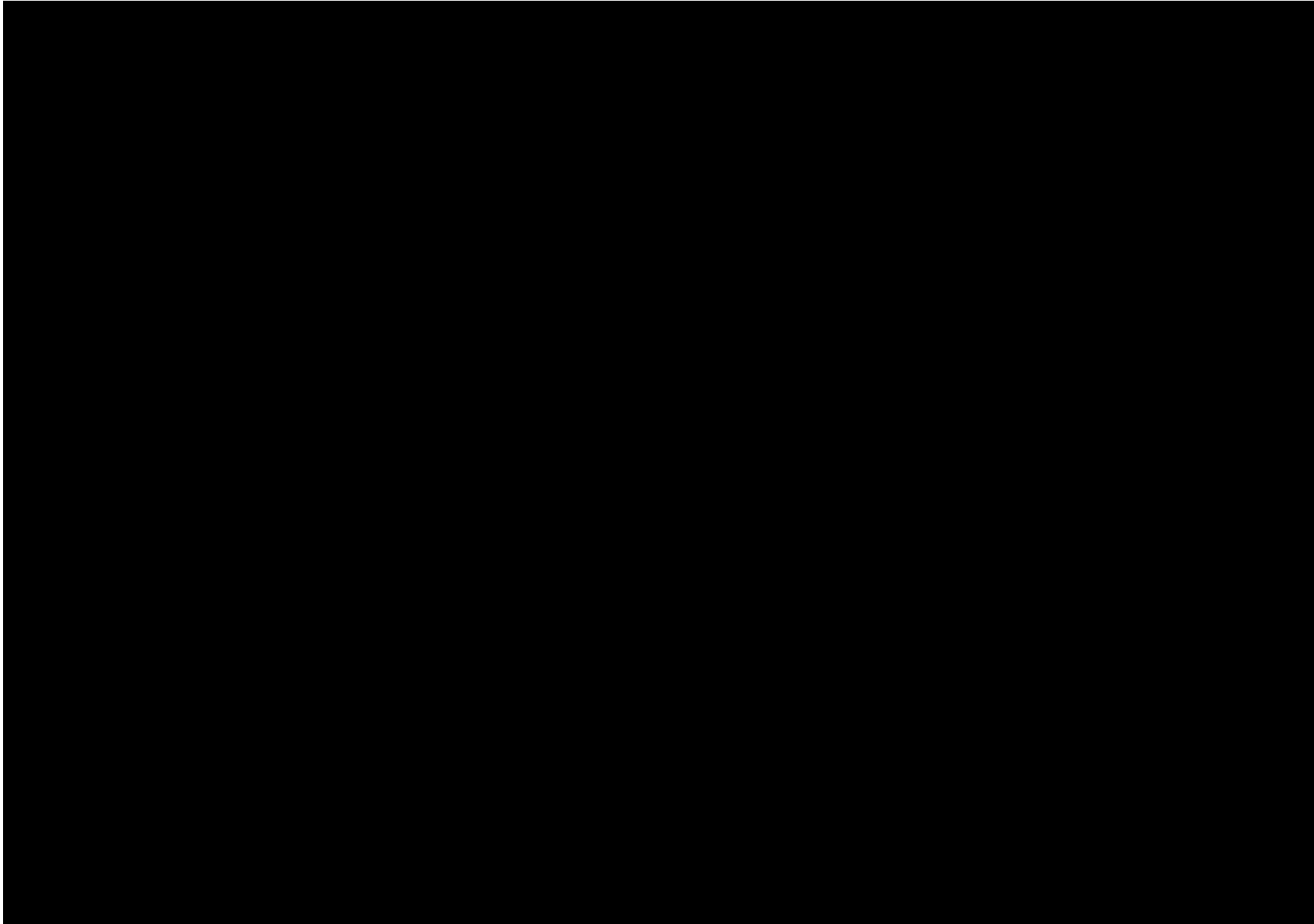


EXHIBIT IR-4[12]



From: Masterson, William
Sent: Thursday, August 01, 2013 4:03 PM
To: Voice Link
Subject: VVL Reminder

EXHIBIT IR-4[13]

REDACTED

Curran, Barry

From: Jae, Ellen M
Sent: Tuesday, August 13, 2013 9:32 AM
To: Voice Link
Cc: Curran, Barry
Subject: Critical Reminder - Voice Link Call Handling

Importance: High