

Verizon's response to angry customers who are waiting on their promotional offers:

Q. How do I qualify for the free HDTV?

A. To qualify for the free TV offer, customers needed to sign up during the promotional period for the FiOS Triple Freedom bundle with FiOS TV, Internet and Freedom Essentials voice service with a two-year contract and meet other eligibility requirements. For example, the offer could not be combined with other promotions and was only available to customers who were not already subscribed to all three components of the bundle.

Q. My FiOS triple play was installed weeks ago, and I believe I qualified for the free HDTV. What happens next?

A. After the FiOS installation is completed, customers will receive a letter within two to three weeks confirming their eligibility and containing instructions for redeeming their gift of either the free TV or – if they don't want the TV – a \$200 Best Buy gift card. Customers must then visit the rewards Web site within 45 days of receipt of the letter to select the TV or gift card.

Q. I never received the letter that you're talking about.

A. If you never received a confirmation letter, it's very possible that you did not meet the eligibility requirements for the offer. Make sure you have qualifying FiOS TV, FiOS Internet and Freedom Essentials voice service installed and you signed up for a two-year contract during the promotional period. Also, make sure you haven't received any other discounts or promotions because they will make you ineligible for the free TV. If you still think you're eligible for the offer and haven't received a confirmation letter, please call your local Verizon business office; the phone number is listed on your monthly bill.

Q. I qualified for the offer and selected a TV online. When should I expect to receive my free TV?

A. Delivery times vary according to the gift selected. Customers who selected the free TV will receive it in approximately 6 to 10 weeks from the time they made their gift selection online. For customers who ordered prior to Dec. 31, we expect delivery to take up to 10 weeks from their selection online or it could take up to 15 weeks due to the overwhelming response to the promotion. However, we've recently offered some customers a couple of alternatives if they don't want to wait.

Q. What are the alternatives?

A. Customers who chose the free Sharp 19" LCD HDTV and received a letter from us can now select a Magnavox 19" LCD HDTV instead. This is another great high-definition TV and will arrive in up to four weeks. Or they can choose a \$200 Best Buy gift card, which they will receive in two to four weeks.

Q. How do I make these alternative selections?

A. Instructions and deadlines for alternative selections were mailed to eligible customers.