

NEWS RELEASE



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Media contacts:
Harry Mitchell
304-356-3404
harry.j.mitchell@verizon.com

Cliff Lee
518-396-1095
clifford.p.lee@verizon.com

Kettler Management to Bring Verizon's Virtual Concierge Service to More Than 13,000 FiOS-Equipped Residential Apartments in the Washington Metropolitan Area

***Virtual Concierge Service Enables Property Management Company to Automate
Many Tasks; Allows Residents to Manage Services Remotely***

WASHINGTON – Residents at the 54 properties managed or owned by Kettler Management in the Washington metropolitan area will soon be able to enjoy the digital lifestyle when Verizon Concierge, the company's virtual property management feature, is made available in buildings that have FiOS services, or are acquiring them.

Verizon Concierge, offered free of charge to most properties with FiOS services, organizes and administers all of a building's amenities under one master platform and interface

that automates many repetitive tasks – such as delivery and visitor management – allowing the building staff to focus on providing a more personalized service to their residents.

Each of Kettler's 54 properties will get a customized Verizon Concierge platform with access to the property's available amenities and the surrounding services. Verizon Concierge can be accessed via the property's customized Web page. The service also is available via mobile application for several popular smartphones, and will be soon via a FiOS TV widget.

Verizon Concierge allows a building's occupants to communicate with each other to set up carpools or clubs; have quick and easy access to schedule property amenities; set up services from local businesses such as dry cleaners and taxis; and make reservations at a local restaurant or place a takeout order.

Verizon Concierge can even store the user's delivery and payment information so reordering is as easy as one click via Web browser or smartphone app.

"We're excited to bring Verizon Concierge to our properties," said Laurel Howell, Vice President of Internet Marketing and Business Development for Kettler Management. "We're impressed with how FiOS helps to differentiate our properties, and now we'll be able to offer our residents even more: the digital lifestyle."

Eric Cevis, vice president of Verizon Enhanced Communities, which markets and sells communications and entertainment services to single- and multi-family communities as well as small and medium commercial properties, said: "Verizon Concierge complements the exceptional products and amenities Kettler currently offers in its many properties. Kettler's residents and its property management team will find Verizon Concierge to be an invaluable tool – one that is available only to properties offering Verizon's award-winning FiOS services, delivered over our all-fiber-optic network."

(Click [here](#) to see a video on Verizon Concierge.)

Verizon Concierge Provides Safety, Convenience for Residents, Tenants

For Kettler's property managers, Verizon Concierge can easily track work orders through to completion, with the system providing tracking notifications throughout the process. In emergencies, property managers can instantly send a simultaneous voice call to up to five pre-specified phone numbers per building resident – an option not available with other property management systems.

For Kettler's residents, Verizon Concierge provides five-star-hotel-like service, streamlining many tasks, increasing efficiency and saving time. Verizon Concierge's most popular services for residents and tenants are:

- Making reservations at local restaurants.
- Reserving property amenities or common areas.
- Tracking and notification of package deliveries.
- Entering a maintenance request to have facilities management fix or replace items.

Residential and commercial property owners and developers interested in bringing Verizon's FiOS and Verizon Concierge services to their properties can call 1-866-638-6066, e-mail FiOSNow-VEC@verizon.com or visit www.verizon.com/communities for more information.

About Kettler

Founded by Robert C. Kettler in 1977, Kettler Management is among the largest private real estate and property management companies based in the D.C. metro area and one of the nation's top 20 multifamily developers. The firm's diverse business model has led to the delivery of 5 million square feet of commercial space and more than 50,000 homes. Kettler's apartment portfolio includes high-end, market rate, affordable and fee-managed assets. In 2008, Kettler Management was awarded the prestigious "Pillars of the Industry" award in the property management category by the National Association of Homebuilders. Currently, the company is developing transit-oriented mixed-use projects and managing a growing portfolio of third-party assets. For more information, visit www.kettler.com.

About Verizon

Verizon Communications Inc. (NYSE, NASDAQ:VZ), headquartered in New York, is a global leader in delivering broadband and other wireless and wireline communications services to mass market, business, government and wholesale customers. Verizon Wireless operates America's most reliable wireless network, serving more than 93 million customers nationwide. Verizon also provides converged communications, information and entertainment services over America's most advanced fiber-optic network, and delivers innovative, seamless business solutions to customers around the world. A Dow 30 company, Verizon employs a diverse workforce of more than 195,000 and last year generated consolidated revenues of more than \$107 billion. For more information, visit www.verizon.com.

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