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February 23, 2018

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

**Re: CERTIFICATION OF PUBLIC NOTICE OF COPPER RETIREMENT
NETWORK CHANGE UNDER RULE 51.332(d)
Copper Retirement ID No. 2017-02-B-NY
WC Docket No. 17-334**

Dear Ms. Dortch:

Verizon is submitting its certification of public notice of copper retirement network change as required by FCC Rule 51.332(d). This certification pertains to Verizon's June 1, 2017 Notice of Copper Retirement at locations in the 115th Avenue Ozone Park, 14th Avenue, 14th Street, 71st Street, 77th Street, Albemarle Road, Astoria, Avenue I, Avenue R, Avenue U, Avenue Y, Bayside, Bridge Street, Bushwick Avenue, Cayuga Williamsville, City Island, Clinton Avenue, Convent Avenue, Corona, Cruger Avenue, East 150th Street, East 167th Street, East 30th Street, East 37th Street, East 56th Street, East 79th Street, East 97th Street, Fairview Avenue, Far Rockaway, Flushing, Forest Hills, Grand Concourse (East 175th Street), Hoe Avenue, Hollis, Jamaica, JFK Airport, Kenmore Place, Kingsbridge, Laurelton, Liberty Avenue, Long Island City, Manhattan Avenue, Mineola, Mount Vernon, Newtown, North Jamaica, North Staten Island, Richmond Hill, Rockaway Avenue, Second Avenue, South Staten Island, Thayer Street, Tiebout Avenue, Tratman Avenue, Troy Avenue, Varick Street, West 176th Street, West 18th Street, West 36th Street, West 42nd Street, West 50th Street, West 73rd Street, West Staten Island, West Street, and Williamsburg, NY central offices.

Please contact me should you need any further information.

Sincerely,

**CERTIFICATION OF PUBLIC NOTICE(s) OF COPPER RETIREMENT
NETWORK CHANGE UNDER RULE 51.332(d)
Copper Retirement ID No. 2017-02-B-NY
WC Docket No. 17-334**

I certify under penalty of perjury that, to the best of my knowledge, information, and belief, the foregoing is true and correct. Executed on February 23, 2018.

1. Identification of Proposed Changes: Retirement of copper distribution and loop facility at locations in the 115th Avenue Ozone Park, 14th Avenue, 14th Street, 71st Street, 77th Street, Albemarle Road, Astoria, Avenue I, Avenue R, Avenue U, Avenue Y, Bayside, Bridge Street, Bushwick Avenue, Cayuga Williamsville, City Island, Clinton Avenue, Convent Avenue, Corona, Cruger Avenue, East 150th Street, East 167th Street, East 30th Street, East 37th Street, East 56th Street, East 79th Street, East 97th Street, Fairview Avenue, Far Rockaway, Flushing, Forest Hills, Grand Concourse (East 175th Street), Hoe Avenue, Hollis, Jamaica, JFK Airport, Kenmore Place, Kingsbridge, Laurelton, Liberty Avenue, Long Island City, Manhattan Avenue, Mineola, Mount Vernon, Newtown, North Jamaica, North Staten Island, Richmond Hill, Rockaway Avenue, Second Avenue, South Staten Island, Thayer Street, Tiebout Avenue, Tratman Avenue, Troy Avenue, Varick Street, West 176th Street, West 18th Street, West 36th Street, West 42nd Street, West 50th Street, West 73rd Street, West Staten Island, West Street, and Williamsburg, NY central offices;
2. On June 1, 2017, notice was given in compliance with Code of Federal Regulation (CFR) 47, Subsection §51.332(b)(1);
3. On June 1, 2017, Verizon timely served a copy of its notice filed pursuant to CFR §51.332(b)(1) upon entities within the affected service area that directly interconnect with Verizon's network;
4. Attachment A provides the name and address of each entity referred to in paragraph 3, above;
5. On June 1, 2017, Verizon timely notified and submitted a copy of its public notice to the New York State Public Service Commission, to Governor Andrew Cuomo, and to the Department of Defense in compliance with CFR §51.332(b)(4). No Tribal nation will be impacted by this copper retirement;
6. On June 1, 2017, Verizon timely served the customer notice required by CFR §51.332(b)(3) upon retail customers within the affected service area; and on November 17, 2017 and January 26, 2018, Verizon provided notification to additional retail customers that it inadvertently failed to notice on June 1, 2017.
7. Attachment B contains a representative copy of the written notices provided to retail customers;
8. Verizon has complied with the requirements of CFR §68.110(b) of this chapter;
9. Verizon has complied with the good faith communication requirements of paragraph CFR §51.332(g) and will continue to do so until implementation of the planned copper retirement is complete; and
10. On December 1, 2017, the Commission assigned the WC Docket No. 17-334 and NCD-2726 for Verizon's copper retirement notice 2017-02-B-NY.



Silvana Grady
Director – Business Transformation
Verizon

ATTACHMENT A

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
365 Wireless LLC	2870 Peachtree Rd #951		Atlanta	GA	30305
365 Wireless, LLC	2870 Peachtree Rd #951		Atlanta	GA	30305
AboveNet Communications Inc.	1805 29th St., Ste. 2050		Boulder	CO	80301
Access 2000	1241 West Chester Pike		West Chester	PA	19382
Access Point Inc.	1100 Crescent Green	Suite 109	Cary	NC	27511
Acecape	277 Broadway Suite 807		New York	NY	10007
ACN Communication Services, Inc.	1000 Progress Place NE		Concord	NC	28025
ACN Communication Services, LLC	1000 Progress Place		Concord	NC	28025
ACN Communication Services, LLC	1000 Progress Place		Concord	NC	28025
Airespring, Inc.	6060 Sepulveda Blvd	#220	Van Nuys	CA	91411
Airus, Inc.	840 S. Canal Street	7th Floor	Chicago	IL	60607
Airus, Inc.	840 S. Canal Street	7th Floor	Chicago	IL	60607
Allied Telecom Group, LLC	1400 Crystal Dr., Ste. 700		Arlington	VA	22202
America Online, Inc.	22000 AOL Way		Dulles	VA	20166
Aquis Wireless Communications Inc.	1720 Lakepointe Dr.	Suite 100	Lewisville	TX	75057
Armstrong Telephone Company	One Armstrong Place		Butler	PA	16001
Armstrong Telephone Company	One Armstrong Place		Butler	PA	16001
Arrival Communications Inc.	515 S. Flower Street	47th Floor	Los Angeles	CA	90071
Arrival Communications Inc.	515 S. Flower Street	47th Floor	Los Angeles	CA	90071
AT&T Communications of New York, Inc.	3600 Aynor Dr.		Mitchellville	MD	20721
AT&T Communications of New York, Inc.	208 S Akard St.	Room 3135	Dallas	TX	75202
AT&T Corp.	One AT&T Way, RM 2A132		Bedminster	NJ	7921
AT&T Corp.	240 N Meridan St, RM 1830		Indianapolis	IN	46204
AT&T Internet Services	308 S Akard Street, Room 1520		Dallas	TX	75202
Atlantic Telecom, Inc.	43 Barrett Rd.		Lawrence	NY	11559
Baltimore-Washington Telephone Company	4695 MacArthur Court	Suite 930	Newport Beach	CA	92660
Bandwidth.com CLEC, LLC	900 Main Campus Dr.	Suite 500	Raleigh	NC	27606
Bandwidth.com, Inc.	900 Main Campus Drive, Suite 500		Raleigh	NC	27606
Barr Tell USA, Inc.	218 East Park Ave.	Suite 522	Long Beach	NY	11561
BCM One, Inc.	521 5th Avenue, Fl 14		New York	NY	10175
BCM One, Inc.	521 5th Ave, Fl 14		New York	NY	10175
BCM One, Inc.	521 5th Avenue	Floor 14	New York	NY	10175
BCN Telecom, Inc.	1200 Mt. Kemble Ave., Floor 3		Morristown	NJ	7960
BCN Telecom, Inc.	1200 Mt. Kemble Ave., Floor 3		Morristown	NJ	7960
BellSouth BSE Incorporated	400 Perimeter Center Terrace	Suite 400	Atlanta	GA	30346
Berkshire County Network	17 Depot St		Adams	MA	1220
Berkshire Telephone Corporation	155 Gannett Drive		South Portland	ME	4106
BestWeb Corp.	25 South Riverside Av		Croton	NY	10520
Birch Communications, Inc.	2323 Grand Blvd., Ste. 925		Kansas City	MO	64108
Birch Communications, Inc.	140 Gateway Dr., Ste. A		Macon	GA	31210
Block Line Systems, LLC	1645 West Chester Pike		West Chester	PA	19382
Block Line Systems, LLC	3050 K Street, NW, Suite 400		Washington	DC	20007
Blue Casa Telephone, LLC	114 E Haley Street, Ste A		Santa Barbara	CA	93101
Bluebird Communications, LLC	218 East Park Ave	Suite 522	Long Beach	NY	11561
BridgeCom International, Inc.	800 Westchester Avenue	Suite N-501	Rye Brook	NY	10573
Brightlink Communications, LLC	2970 Peachtree Rd., Suite 300		Atlanta	GA	30305
Broad Sky Networks LLC	750 NW Charbonneau St., Ste. 201		Bend	OR	97703

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
Broadview Networks, Inc.	800 Westchester Avenue		Ryebrook	NY	10573
Broadview Networks, Inc. and Broadview Networks of	800 Westchester Ave, Suite 501		Ryebrook	NY	10573
Broadvox-CLEC LLC	36 South Franklin St.		Chagrin Falls	OH	44022
Broadvox-CLEC LLC	75 Erieview Plaza, Suite 400		Cleveland	OH	44114
Broadvox-CLEC, LLC	75 Erieview Plz	Ste. 400	Cleveland	OH	44114
BTI Communications, Inc.	1344 40th St.		Brooklyn	NY	11218
Budget PrePay, Inc.	1325 Barksdale Blvd, Suite 200		Bossier City	LA	71111
Buffalo - Lake Erie Wireless Systems Co., L.L.C.	4915 Auburn Ave.	Suite 200	Bethesda	MD	20814
BullsEye Telecom, Inc.	25925 Telegraph Road, Suite 210		Southfield	MI	48033
BullsEye Telecom, Inc.	25925 Telegraph Road, Ste. 210		Southfield	MI	48033
BullsEye Telecom, Inc.	25925 Telegraph Road, Suite 210		Southfield	MI	48033
Business Automation Technologies, Inc.	116 Oceanport Ave., Bldg 1		Little Silver	NJ	7739
Business Telecom Inc.	7037 Old Madison Pike	Suite 400	Huntsville	AL	35806
Business Telecom Inc.	7037 Old Madison Pike	Suite 400	Huntsville	AL	35806
Business Telecom, Inc.	7037 Old Madison Pike Rd.	Suite 400	Huntsville	AL	35806
Cablevision Lightpath, Inc.	200 Jericho Quadrangle		Jericho	NY	11753
Cablevision Lightpath, Inc.	1111 Stewart Avenue		Bethpage	NY	11714
Cablevision Lightpath, Inc.	1111 Stewart Avenue		Bethpage	NY	11714
Call America, Inc.	PO Box 8489		Stockton	CA	95208
Call America, Inc.	505 Sansome St., Ste. 900	FI 9	San Francisco	CA	94111
Cape.com, Inc.	315 Pleasant St		Fall River	MA	2790
Cassadaga Telephone Corporation	40 Temple St	PO Box 209	Fredonia	NY	14063
Cassadaga Telephone Corporation	40 Temple St	PO Box 209	Fredonia	NY	14063
CBeyond Communications, LLC	320 Interstate North Parkway, SE		Atlanta	GA	30339
CBL Consulting LLC	55 Washington Ave	Ste 321	Brooklyn	NY	11201
Cellco Partnership	1120 Sanctuary Pkwy, Ste. 150	MC: GASA4ICT	Alpharetta	GA	30009
Cellco Partnership	100 Southgate Pkwy		Morristown	NJ	07960
Cellco Partnership	1300 I Street	Suite 400W	Washington	DC	20005
Cellco Partnership	180 Washington Valley Road		Bedminster	NJ	7921
Cellco Partnership	1120 Sanctuary Parkway, Suite 150	Mail Code GASA5ICT	Alpharetta	GA	30009
Cellco Partnership	1320 N Court House Rd, 9th Floor		Arlington	VA	22201
Champlain Telephone Company	1118 State Rte 9	PO Box 782	Champlain	NY	12919
Champlain Telephone Company	1118 State Rte 9	PO Box 782	Champlain	NY	12919
Charter Fiberlink NY-CCO, LLC	12405 Powerscourt Drive		St. Louis	MO	63131
Charter Fiberlink NY-CCO, LLC	12405 Powerscourt Drive		St. Louis	MO	63131
Chazy & Westport Telephone Corporation	2 Champlain Ave	PO Box 249	Westport	NY	12993
Chazy & Westport Telephone Corporation	2 Champlain Ave	PO Box 249	Westport	NY	12993
Chester County Internet Service	119 N. High Street		West Chester	PA	19380
Cincinnati Bell Any Distance Inc.	221 East Fourth Street	Suite 103-1090	Cincinnati	OH	45202
Citizens Telecom Services Company, L.L.C.	111 Field Street		Rochester	NY	14620
Citrix Communications LLC	10 Exchange Place	Suite 1710	Jersey City	NJ	7302
Clear Rate Communications, Inc.	555 S. Old Woodard, Ste. 600		Birmingham	MI	48009
Clear Rate Communications, Inc.	555 S. Old Woodward	Suite 600	Birmingham	MI	48009
Clear Rate Communications, Inc.	555 S. Old Woodard, Ste. 600		Birmingham	MI	48009
Cloud 9 Internet, Inc.	222 Bloomingdale Road	Suite 403	White Plains	NY	10605
Comcast Cable Communications, LLC	One Comcast Center	1701 JFK Boulevard	Philadelphia	PA	19103
Comcast Cable Communications, LLC	One Comcast Center	1701 JFK Boulevard	Philadelphia	PA	19103

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
Comcast IP Phone, LLC	One Comcast Center, 55th Floor		Philadelphia	PA	19103
Comcast Phone of New York, LLC	One Comcast Center, 50th Fl		Philadelphia	PA	19103
Comcast Phone of New York, LLC	One Comcast Center, 50th Fl		Philadelphia	PA	19103
Commrail, Inc.	34 St Martin Drive		Marlborough	MA	1752
Commrail, Inc.	12444 Powerscourt Drive	Suite 450	St Louis	MO	63131
ConnectTo Communications, Inc.	555 Riverdale Drive, Suite A		Glendale	CA	91204
Consolidated Communications Enterprise Services, Inc.	121 S. 17th St.		Matoon	IL	61938
Consolidated Communications Enterprise Services, Inc.	350 South Loop 336 W		Conroe	TX	77304
Consolidated Communications Enterprise Services, Inc.	212 Locust St. Suite 600		Harrisburg	PA	17101
Cooperative Communications Inc.	412-420 Washington Ave.		Belleville	NJ	7109
Cooperative Communications, Inc.	412-420 Washington Ave.		Belleville	NJ	7109
Cooperative Communications, Inc.	412-420 Washington Ave.		Belleville	NJ	7109
Covista, Inc.	115 Gateway Dr.		Macon	GA	31210
Crown Media Group	902 47th St		Brooklyn	NY	11219
Crown Point Network Technologies, Inc.	PO Box 430		Crown Point	NY	12928
Crown Point Network Technologies, Inc.	1600 Bausch & Lomb Place		Rochester	NY	14604-2711
Crown Point Telephone Corporation	PO Box 275		Crown Point	NY	12928
Cumberland Technologies	5170 East Trindle Rd		Mechanicsburg	PA	17050
Curatel, LLC	1605 W Olympic Blvd	Ste 800	Los Angeles	CA	90015
Cutter Communications, Inc.	217 N. Walnut St.		Sherman	TX	75090
Cutter Communications, Inc.	555 N. Henry Hynds Expressway		Van Alstyne	TX	75495
CyberNet Communications, Inc.	7750 Gloria Ave.		Van Nuys	CA	91406
Data Room	6030 75th St.		Middle Village	NY	11379
DCA Net	1204 West St		Wilmington	DE	19801
Delhi Telephone Company	107 Main St	PO Box 271	Delhi	NY	13753
Delhi Telephone Company	107 Main Street	PO Box 271	Delhi	NY	13753
Dell, Inc.	172 Spring St.		Newton	NJ	7860
DeltaCom, LLC	7037 Old Madison Pike	Suite 400	Huntsville	AL	35806
DFT Local Service Corporation	PO Box 209		Fredonia	NY	14063
DFT Local Service Corporation	40 Temple Street		Fredonia	NY	14063
DFT Local Service Corporation	PO Box 209		Fredonia	NY	14063-0209
DIAD Networks LLC	725 Vasser Ave		Lakewood	NJ	8701
dishNET Wireline L.L.C. of New York	9601 S. Meridan Boulevard		Englewood	CO	80112
DMR Communications, Inc.	1100 Irvine Blvd	#488	Tustin	CA	92780
dPi Teleconnect LLC	1330 Capital Parkway		Carrollton	TX	75006
DSCI, LLC	1 Sundial Ave, Suite 414		Manchester	NH	3103
DSL Extreme	21018 Osborne St	#2	Canoga Park	VA	91304
Dunkirk & Fredonia Telephone Company	40 Temple St	PO Box 209	Fredonia	NY	14063
Dunkirk & Fredonia Telephone Company	40 Temple St	PO Box 209	Fredonia	NY	14063
Dynalink Communications Inc.	927 McDonald Ave		Brooklyn	NY	11218
Dynalink Communications, Inc.	927 McDonald Ave		Brooklyn	NY	11218
EarthLink Business, LLC	330 Monroe Ave.		Rochester	NY	14607
EarthLink Business, LLC	3000 Columbia House Blvd.	Suite 106	Vancouver	WA	98661
EarthLink, Inc.	1375 Peachtree Street		Atlanta	GA	30309
Easton Telecom Services LLC	3046 Brecksville Road	Summit II	Richfield	OH	44286
EcoMobile, Inc.	2737 Via Orange Way	Suite 105	Spring Valley	CA	91978
Elephant Talk North America Corp.	3600 NW 138 St., Ste. 102		Oklahoma City	OK	73134

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
Empire Long Distance	34 Main St.		Prattsburgh	NY	14873
Empire One Telecommunications Inc.	254 36th Street, Suite C-305	Unit 12	Brooklyn	NY	11232
Empire Telephone Corporation	34 Main St.	PO Box 349	Prattsburgh	NY	14873
Empire Telephone Corporation	34 Main St	PO Box 349	Prattsburgh	NY	14873
Enhanced Communications Network, Inc.	9550 Flair Dr., Ste. 400		El Monte	CA	91731
Entelegant Communications Solutions	3800 Arco Corporate Drive	Suite 310	Charlotte	NC	28273
Entelegant Solutions, Inc.	3800 Arco Corporate Drive	Suite 310	Charlotte	NC	28273
Entelegant Solutions, Inc.	3800 Arco Corp Dr, Ste 310		Charlotte	NC	28273
Enter.Net, Inc.	815 N. 12th St		Allentown	PA	18102
Ernest Communications Inc.	5275 Triangle Parkway	Suite 150	Norcross	GA	30092
Ernest Communications Inc.	875 Avenue of the Americas	Suite 501	New York	NY	10001
Eureka Telecom, Inc.	800 Westchester Avenue		Rye Brook	NY	10573
Eureka Telecom, Inc.	1018 West Ninth Avenue		King of Prussia	PA	19406
EvenLink, LLC	PO Box 170		Sunbury	PA	17801
Excelacom Light LLC	11720 Plaza America Drive	Suite 1301	Reston	VA	20190
Fairpoint Business Services LLC	521 E. Morehead St.	Suite 500	Charlotte	NC	28202
FastNetIT.com	1204 West St		Wilmington	DE	19801
Fiber Technologies Networks, L.L.C.	300 Meridian Centre		Rochester	NY	14618
Finger Lakes Technologies Group, Inc.	7890 Lehigh Crossing		Victor	NY	14564
First Communications, LLC	3340 West Market St.		Akron	OH	44333
First Communications, LLC	3340 West Market Street		Akron	OH	44333
Fishers Island Telephone Corporation	PO Box Drawer E		Fishers Island	NY	6390
Fishers Island Telephone Corporation	PO Box Drawer E		Fishers Island	NY	6390
Freedom Ring Communications LLC	359 Corporate Drive		Portsmouth	NH	03801-2888
Frontier Communications of America, Inc.	120 North Plymouth Avenue	3rd Floor	Rochester	NY	14608
Frontier Communications of Ausable Valley, Inc.	401 Merritt 7		Norwalk	CT	6851
Frontier Communications of Ausable Valley, Inc.	401 Merritt 7		Norwalk	CT	6851
Frontier Communications of Oswayo River LLC	14500 Burnhaven Dr.	Suite 193	Burnsville	MN	55306
Frontier Communications of Oswayo River LLC	120 North Plymouth Avenue	3rd Floor	Rochester	NY	14608
Frontier West Virginia Inc.	120 North Plymouth Avenue	3rd Floor	Rochester	NY	14608
Frontier West Virginia Inc.	401 Merritt 7		Norwalk	CT	6851
Full Service Network L.P.	600 Grant Street, Ste. 3075		Pittsburgh	PA	15219
Full Service Network LP	600 Grant St		Pittsburgh	PA	15219
GC Pivotal, LLC d/b/a Global Capacity	7600 East Orchard Road		Greenwood Village	CO	80111
Geils Communications Corp.	1866 Leithsville Rd., #301		Hellertown	PA	18055
Germantown Telephone Company, Inc.	210 Main St.	PO Box 188	Germantown	NY	12526
Germantown Telephone Company, Inc.	210 Main St.	PO Box 188	Germantown	NY	12526
Global Connection Inc. of America	5555 Oakbrook Parkway	Suite 620	Norcross	GA	30093
Global Crossing Local Services, Inc. and Global Crossing	225 Kenneth Drive		Rochester	NY	14623
Global Crossing Local Services, Inc. and Global Crossing	225 Kenneth Drive		Rochester	NY	14623
Global Crossing Local Services, Inc. and Global Crossing	44633 Guilford Drive		Ashburn	VA	20147
Global Telcom Inc.	33 Market St	2nd Flr	Morristown	NJ	7960
Globecom Network Services Corp.	45 Oser Ave.		Hauppauge	NY	11788
GOES Telecom Inc.	271 Main Street	Suite C	Hackettstown	NJ	07840-2032
GOES Telecom, Inc.	271 Main St	Suite C	Hackettstown	NJ	07840-2032
Granite Telecommunications LLC	100 Newport Avenue Ext.		Quincy	MA	2171
Granite Telecommunications LLC	100 Newport Avenue Ext.		Quincy	MA	2171

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Granite Telecommunications, LLC	100 Newport Avenue Ext.		Quincy	MA	2171
Granite Telecommunications, LLC	100 Newport Avenue Ext.		Quincy	MA	2171
Great America Networks, Inc.	15700 103rd Street, Suite 110		Lemont	IL	60439
Great America Networks, Inc.	10350 Heritage Park Dr.	Suite 101	Santa Fe Springs	CA	90670
Great America Networks, Inc.	15700 103rd Street, Suite 110		Lemont	IL	60439
GTT Americas, LLC	1835-B Kramer Lane, Ste. 100		Austin	TX	78758
GTT Americas, LLC	7900 Tysons Once Place	Suite 1450	McLean	VA	22102
Hancock Telephone Company	34 Read St.	PO Box 608	Hancock	NY	13783-0608
Hancock Telephone Company	34 Read St	PO Box 608	Hancock	NY	13783-0608
Highland Cellular, LLC	1277 Lenox Park Blvd.	Suite 4A42	Atlanta	GA	30319
Hudson Valley DataNet LLC	900 Corporate Blvd.		Newburgh	NY	12550
Hypercube Telecom, LLC	3200 W Pleasant Run Rd	Ste 300	Lancaster	TX	75146
Hypercube Telecom, LLC	3200 W Pleasant Run Rd	Ste 300	Lancaster	TX	75146
IDT America, Corp.	550 Broad Street		Newark	NJ	7102
IDT America, Corp.	550 Broad Street, Fl 5		Newark	NJ	7102
Impulse Internet Services	5383 Hollister Ave	Ste 240	Santa Barbara	CA	93111
iNetworks Group, Inc.	125 S Wacker Drive	Suite 2510	Chicago	IL	60606
Infinity Internet, Inc.	1101 SE Tech Center Dr	Ste 150	Vancouver	WA	98683
Information Boulevard Internet Service	180 Main St		Hornell	NY	14843
Intellispace Inc.	1156 Avenue of the Americas		New York	NY	10036
InterGlobe Communications	101 Tyrellan Ave., Fl 1		Staten Island	NY	10309
InterMetro Communications, Inc.	2685 Park Center Drive	Building A	Simi Valley	CA	93065
Internet Junction Corporation	12807 W. Hillsborough Ave	Suite I	Tampa	FL	33635
Intrado Communications Inc.	80 State Street		Albany	NY	12207
Intrado Communications Inc.	1601 Dry Creek Drive		Longmont	CO	80503
Intrado Communications Inc.	1601 Dry Creek Drive		Longmont	CO	80503
Invision.Com, Inc.	47 Mall Dr		Commack	NY	11725
Jay Telecom Inc.	2 Parker Blvd.		Monsey	NY	10952
Jet Wave Corp.	535 Kent Ave.	Suite #300	Brooklyn	NY	11211
KMC Telecom II Inc.	4910 Corporate Drive	Suite C	Huntsville,	AL	35805
Lan2Wan Internet	1278 Glenneyre Street	Suite 227	Laguna Beach	CA	92651
Level 3 Telecom of New York, LP	1025 Eldorado Blvd		Broomfield	CO	80021
Level 3 Telecom of New York, LP	1025 Eldorado Blvd		Broomfield	CO	80021
Lightship Telecom LLC	330 Monroe Avenue		Rochester	NY	14607
Lightship Telecom LLC	1170 Peachtree Street	Suite 900	Atlanta	GA	30309
Limitless Mobile, LLC	2574 Interstate Ave.		Harrisburg	PA	17110
Limitless Mobile, LLC	2574 Interstate Ave.		Harrisburg	PA	17110
Limotta Internet Technologies	320 Alisal Rd	#101	Solvang	CA	93463
Lincoln Communications, Inc.	142 Avenue C		Williston	VT	5495
Litecall Inc.	1208 Avenue M	Suite 2364	Brooklyn	NY	11230
Local Access LLC	11442 Lake Butler Blvd.		Windermere	FL	34786
Local ISP, Inc.	200 Atlantic Ave		Manasquan	NJ	8736
Local Telecommunications Services, NY - LLC	15 Corporate Place South	Suite 100	Pascataway	NJ	8854
Lynchburg Computer Systems, Inc.	7605 Timberlake Road		Lynchburg	VA	24502
M5 Networks Inc.	15 W 26th Street		New York	NY	10018
M5 Networks, LLC	3050 K Street, NW		Washington	DC	20007
Magna5 LLC	2828 N. Harwood St., Ste. 1700		Dallas	TX	75201

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
Magnum Networks, LLC	771 E US Highway 80	Suite 201	Forney	TX	75126
Managed Network Services LLC	3800 Bridge Parkway		Redwood Shores	CA	94065
Manhattan Telecommunications Corporation	55 Water St.	Floor 32	New York	NY	10041
Manhattan Telecommunications Corporation	55 Water St.	Floor 32	New York	NY	10041
Manhattan Telecommunications Corporation	55 Water St., Fl 32		New York	NY	10041
Margaretville Telephone Company, Inc.	50 Swart St.	PO Box 260	Margaretville	NY	12455
Margaretville Telephone Company, Inc.	50 Swart St.	PO Box 260	Margaretville	NY	12455
Massachusetts Local Telephone Company	1953 Dorchester Avenue		Dorchester	MA	2124
Master Call Communications, Inc.	39 Broadway Suite 1850		New York	NY	10006
Matrix Telecom, Inc.	433 E. Las Colinas Blvd.	Suite 500	Irving	TX	75039
Matrix Telecom, Inc.	433 E. Las Colinas Blvd.	Suite 500	Irving	TX	75039
Maxsip Telecom Corporation	PO Box 465		Cedarhurst	NY	11516
MCImetro Access Transmission Services LLC	1320 North Court House Road	9th Floor	Arlington	VA	22201
MCImetro Access Transmission Services LLC, MCImetro	One Verizon Way	02 Floor Room VC22E009	Basking Ridge	NJ	7920
MCImetro Access Transmission Services LLC, MCImetro	1320 North Court House Road	9th Floor	Arlington	VA	22201
MCSP, Inc.	1278 Glenneyre	#277	Laguna Beach	CA	92651
MegaNet Communications	315 Pleasant St		Fall River	MA	2721
MetroPCS New York, LLC	2250 Lakeside Boulevard		Richardson	TX	75082
MetroPCS New York, LLC	5 Skyline Drive		Hawthorne	NY	10532
MetroPCS Wireless, Inc.	2250 Lakeside Boulevard		Richardson	TX	75082
MetroPCS Wireless, Inc.	2250 Lakeside Boulevard		Richardson	TX	75082
Mikrotec Communications of Virginia, LLC	20 Laynesville Rd.		Harold	KY	41635
Millicorp	4415 North Metro Pkwy	Ste 325	Fort Myers	FL	33916
MM Internet Inc.	3780 Kilroy Airport Way	Ste 410	Long Beach	CA	90806
MM Internet Inc.	3780 Kilroy Airport Way, Ste. 410		Long Beach	CA	90806
MMG Holdings Inc.	33 Union Street S		S. Weymouth	MA	2190
Mobilitie Management, LLC	2220 University Drive		Newport Beach	CA	92660
Monmouth Telephone & Telegraph, Inc.	10 Dr. James Parker Blvd.	Suite 110	Red Bank	NJ	7701
Monmouth Telephone and Telegraph, Inc.	1919 Pennsylvania Avenue, NW	Suite 200	Washington	DC	20006
Mosaic Networx LLC	454 Las Gallinas Avenue	Suite 145	San Rafael	CA	94903
Mountain Communications, LLC	Box 69G	Route 3	Bruceton Mills	WV	26525
Mundo1 Telecom Corp.	4880 Broadway		New York	NY	10034
NET TALK.COM, INC.	1080 NW 163rd Dr.		Miami	FL	33169
NetCarrier Telecom Inc.	4000 N. Cannon Avenue		Lansdale	PA	19446
Netcarrier Telecom, Inc.	4000 N. Cannon Ave.		Lansdale	PA	19446
NetFortris Acquisition Co., Inc.	800 S. Michigan St.		Seattle	WA	98108
NetLojix Communications, Inc.	501 Bath St.		Santa Barbara	CA	93101
Network Billing Systems, LLC	155 Willowbrook Blvd.	Suite 200	Wayne	NJ	7470
Network Services LLC	1720 Lakepointe Dr.	Suite 100	Lewisville	TX	75057
Network Telephone Corporation	3300 N. Pace Boulevard		Pensacola	FL	32505
Network Telephone Corporation	Morrocroft III	6801 Morrison Boulevard	Charlotte	NC	28211
Networks Online, LLC	20 W. Wilson Ave.		Girard	OH	44420
Neutral Tandem-New York, LLC	550 W. Adams	Suite 900	Chicago	IL	60661
New Cingular Wireless PCS, LLC	1 AT&T Way	Room 4A105	Bedminster	NJ	7921
New Cingular Wireless PCS, LLC	208 S. Akard		Dallas	TX	75202
New Dimension Wireless Ltd.	601 Pennsylvania Ave NW	Suite 900 S	Washington	DC	20004
New Frontiers Telecommunications, Inc.	49 Summit Ave.		Hagerstown	MD	21740

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
New Horizon Communications Corp.	420 Bedford St. Suite 250		Lexington	MA	2420
New Horizons Communications Corp.	420 Bedford Street	Suite 250	Lexington	MA	2420
Newport Telephone Company, Inc.	3077 Bridge St.	PO Box 201	Newport	NY	13416
Newport Telephone Company, Inc.	3077 Bridge St	PO Box 201	Newport	NY	13416
NexGen Networks Corp.	64 Beaver Street, Ste. 104		New York	NY	10004
Nicholville Telephone Company, Inc.	3330 State Hwy 11B	PO Box 122	Nicholville	NY	12965
Nicholville Telephone Company, Inc.	3330 State Hwy 11B	PO Box 122	Nicholville	NY	12965
NOC, Inc.	4274 Enfield Court	Suite 1600	Palm Harbor	FL	34685
NOC, Inc.	425 Route 37	Suite 100	Hogansburg	NY	13655
North County Communications Corp.	750 B Street	Suite 2720	San Diego	CA	92101
North County Communications Corp.	3802 Rosecrans Street	Suite 485	San Diego	CA	92110
North Penn Telephone Company	34 Main St	PO Box 349	Prattsburgh	NY	14873
North Penn Telephone Company	34 Main St	PO Box 349	Prattsburgh	NY	14873
Northeast Optic Network of New York Inc.	80 Central Street		Boxborough	MA	1719
Northeast Optic Network of New York Inc.	80 Central Street	COO	Boxborough	MA	1719
Northland Networks Ltd.	317 Court St.		Utica	NY	13502
NOS Communications Inc.	250 Pilot Road	Suite 300	Las Vegas	NV	89119
NTCNet Telecom, Inc.	3077 Bridge Street	PO Box 201	Newport	NY	13416
O1 Communications	5190 Golden Foothill Parkway		El Dorado Hills	CA	95761
Ogden Telephone Company	401 Merritt 7		Norwalk	CT	6851
Ogden Telephone Company	401 Merritt 7		Norwalk	CT	6851
One Voice Communications, Inc.	45610 Woodland Rd	Suite 250	Sterling	VA	20166
One Voice Communications, Inc.	45610 Woodland Rd, Ste 250		Sterling	VA	20166
Oneida County Rural Telephone Company	9560 Main St		Holland Patent	NY	13354
Oneida County Rural Telephone Company	9560 Main St		Holland Patent	NY	13354
Ontario Telephone Company, Inc.	75 Main St	PO Box 39	Phelps	NY	14532
Ontario Telephone Company, Inc.	75 Main St	PO Box 39	Phelps	NY	14532
Onvoy Spectrum, LLC	10300 6th Avenue North		Plymouth	MN	55441
Pacific Bell Services	1140 Galaxy Way	Suite 400	Concord	CA	94520
PaCLEC Corporation	333 Oak Lane		Bloomsburg	PA	17815
PaCLEC Corporation	38 S 8th St.		Lebanon	PA	17042-5209
PAETEC Communications, Inc.	One PAETEC Plaza	600 Willowbrook Office Park	Fairport	NY	14450
PageMart Wireless Inc.	3000 Technology Dr.	Suite 400	Plano	TX	75074
Pattersonville Telephone Company	1309 Main St		Rotterdam Junction	NY	12150
Pattersonville Telephone Company	1309 Main St		Rotterdam Junction	NY	12150
Peering Hub Inc.	3524 Silverside Road	Suite 35B	Wilmington	DE	19810
Peerless Network of New York, LLC	222 S Riverside Plaza, Suite 2730		Chicago	IL	60606
PEG Bandwidth NY, LLC	5904 Stone Creek Dr., Suite 130		The Colony	TX	75056
PEG Bandwidth NY, LLC	8004 Split Oak Drive		Bethesda	MD	20817
PLDT (US) Mobility LLC	800 W. Doran Street		Glendale	CA	91203
PNG Telecommunications, Inc.	8805 Governor's Hill Dr.	Suite 250	Cincinnati	OH	45249
Preferred Long Distance, Inc.	16830 Ventura Blvd., Suite 350		Encino	CA	91436
Princeton Hosted Solutions, LLC	PO Box 2170		Cherry Hill	NJ	8034
Progress Telecom, LLC	1025 Eldorado Blvd.		Broomfield	CO	80021
Pronto Networks, Inc.	4637 Chabot Dr., Ste. 350		Pleasanton	CA	94588
Prostar Wireless Group, LLC	1820 Gateway Drive	Suite 120	San Mateo	CA	94404
QCSTelecom, Inc.	25 Columbia Heights		Brooklyn	NY	11201

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QCSTelecom, Inc.	2800 Route 22		Patterson	NY	12563
QTel LLC	9 Second Road		Great Neck	NY	11021
QTel, LLC	1250 Connecticut Ave. N.W.	Suite 200	Washington	DC	20036
Quality Speaks, LLC	9221 Corbin Avenue	Suite 155	Northridge	CA	91324
Quantum Internet Services, Inc.	2975B Manchester Rd.		Manchester	MD	21102
Quantum Telecommunications, Inc.	1919 Pennsylvania Avenue, N.W.	Suite 200	Washington	DC	20006
Quantum Telecommunications, Inc.	2975B Manchester Road		Manchester	MD	21102
QuantumShift Communications, Inc.	12647 Alcosta Blvd., Suite 418		San Ramon	CA	94583
QuantumShift Communications, Inc.	12657 Alcosta Blvd, Ste 418		San Ramon	CA	94583
QuantumShift Communications, Inc.	12657 Alcosta Blvd.	Suite 418	San Ramon	CA	94583
Qwest Communications Company, LLC	4250 N Fairfax Dr		Arlington	VA	22203
Qwest Communications Company, LLC	1801 California St, 9th Floor		Denver	CO	80202
Rapid Systems, Inc.	1121 N. West Shore Blvd.	Suite 711	Tampa	FL	33607
RCLEC, Inc.	1547 Palos Verdes, #298		Walnut Creek	CA	94595
RCLEC, Inc.	20 Davis Drive		Belmont	CA	94002
RCLEC, Inc.	20 Davis Drive		Belmont	CA	94002
RCN Telecom Services of New York, LP	650 College Road East, Ste. 3100		Princeton	NJ	8540
RCN Telecom Services of New York, LP	650 College Road East, Ste. 3100		Princeton	NJ	8540
Reynwood Communications of NY/NJ LLC	2 Hartford Drive	Suite 201	Tinton Falls	NJ	7701
RGT Utilities, Inc.	1221 Avenue of the Americas		New York	NY	10020
Rosebud Telephone, LLC	501 W Main Street		Rosebud	TX	76570
SAVECOM TELECOM, INC	709 Church Street		Brooklyn	NY	11218
Selectel, Inc.	1840 E. Military Ave		Fremont	NE	68025
Service Electric Telephone Company, LLC	4242 Mauch Chunk Road		Coplay	PA	18037
Shenandoah Telecommunications Company	401 Spring Lane, Suite 300	P.O. Box 1990	Waynesboro	VA	22980
Shenandoah Telecommunications Company	1150 Shenandoah Village Drive		Waynesboro	VA	22980
Silicon Business System Inc.	435 N. Alhambra Ave D		Monterey Park	CA	91755
Sky Satellite Corp.	77 N. Broadway		Hicksville	NY	11801
Smart Call, LLC	6801 Engle Road		Middleburg Heights	OH	44130
Smart Choice Communications LLC	16 West 45th Street	7th Floor	New York	NY	10036
Smart Choice Communications, LLC	16 West 45th Street	7th Floor	New York	NY	10036
SNiP Internet & Telecom	100A Twin Bridge Dr.		Pennsauken	NJ	8110
South Maryland Internet, Inc.	PO Box 405		Prince Frederick	MD	20678
South Valley Internet	PO Box 1246		San Martin	CA	95046
Southern California Telephone Co.	27515 Enterprise Circle W.		Temecula	CA	92590
Southwestern Bell Telephone Company	1440 Empire Central, Ste 230		Dallas	TX	75247
Spectrotel of New York, LLC	3535 State Hwy 66	Suite 7	Neptune	NJ	7753
Spectrotel, Inc.	555 11th Street, NW, Suite 1000		Washington	DC	20004
Spectrotel, Inc.	3535 State Highway 66, Suite 7		Neptune	NJ	7753
Spectrotel, Inc.	3535 State Highway 66, Suite 7		Neptune	NJ	7753
Spectrotel, Inc.	3535 State Highway 66, Suite 7		Neptune	NJ	7753
Spectrotel, Inc.	3535 State Hwy 66, Suite 7		Neptune	NJ	7753
Spectrotel, Inc.	3535 Rte. 66, Suite 7		Neptune	NJ	7753
Sprint Communications Company L.P.	6100 Sprint Pkwy	MC: KSOPHK0310-3A452	Overland Park	KS	66251
Sprint Communications Company L.P.	6100 Sprint Pkwy	MC: KSOPHK0310-3A450	Overland Park	KS	66251
Sprint Spectrum, L.P.	6240 Sprint Parkway	KSOPHC0106 - 1A153	Overland Park	KS	66251
Sprint Spectrum, L.P.	P O Box 7966		Overland Park	KS	66251

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
Stage 2 Networks, LLC	70 West 40th Street, 7th Floor		New York	NY	10018
State Telephone Company	46 Reed St		Coxsackle	NY	12051
State Telephone Company	46 Reed St		Coxsackle	NY	12051
Sterling Telecommunications, L.L.C.	242 Beverly Road		Huntington Station	NY	11746
Tampa Bay DSL, Inc.	5151 W. Rio Vista Ave.		Tampa	FL	33634
TDS Metrocom Inc.	525 Junction Road		Madison	WI	53717
Tel West Communications LLC	9606 N. Mopac Expressway	Suite 700	Austin	TX	78759
TelCove Operations, LLC	1025 Eldorado Blvd.		Broomfield	CO	80021
Telebeam Telephone Systems, Inc.	36-40 37th Street		LIC	NY	11101
Telebeam Telephone Systems, Inc.	36-40 37th Street		LIC	NY	11101
Telecom Ventures, LLC	707 West Tenth St.		Austin	TX	78701
Telengy, L.L.C.	4274 Enfield Ct		Palm Harbor	FL	34685
Telephone Operating Company of Vermont LLC	521 East Morehead Street, Ste 250		Charlotte	NC	28202
Telephone Operating Company of Vermont LLC	1 Davis Farm Rd	2nd Floor	Portland	ME	4103
Telrite Corporation	4113 Monticello Street		Covington	GA	30014
Telrite Corporation	4113 Monticello Street	PO Box 2207	Covington	GA	30014
Telxmedia, Inc.	44-02 11th Street	Suite B400	Long Island City	NY	11101
Texas Hearing Services Corporation	1213 E. Alton Gloor Blvd.	Suite F	Brownsville	TX	78526
The Middleburgh Telephone Company	103 Cliff St	PO Box 191	Middleburgh	NY	12122
The Middleburgh Telephone Company	103 Cliff St	PO Box 191	Middleburgh	NY	12122
Thumb Cellular Limited Partnership	82 S. Main Street	Box 650	Pigeon	MI	48755
Time Warner Cable Information Services (New York), LLC	60 Columbus Circle		New York	NY	10023
Time Warner Cable Information Services (New York), LLC	13820 Sunrise Valley Drive		Herndon	VA	20171
T-Mobile Northeast LLC	12920 SE 38th Street		Bellevue	WA	98006
T-Mobile Northeast LLC	12920 SE 38th Street		Bellevue	WA	98006
TNCI Operating Company LLC	114 E. Haley St., Ste. I		Santa Barbara	CA	93101
Township Telephone Company, Inc.	525 Junction Rd		Madison	WI	53717
Township Telephone Company, Inc.	525 Junction Rd		Madison	WI	53717
Transbeam, Inc.	8 W. 38th Street	Floor 7	New York	NY	10018
Transbeam, Inc.	8 West 38th Street	7th Floor	New York	NY	10018
Tri-M Communications, Inc.	820 State Street	5th Floor	Santa Barbara	CA	93101
Triton Operating Company, LLC	1200 New Hampshire Avenue, N.W.	Suite 800	Washington	DC	20036-6802
Triton Operating Company, LLC	100 Westgate Parkway		Richmond	VA	23233
Trumansburg Home Telephone Company	7890 Lehigh Crossing		Victor	NY	14564
Trumansburg Home Telephone Company	7890 Lehigh Crossing		Victor	NY	14564
TVC Albany, Inc.	41 State Street		Albany	NY	12207
U.S. TelePacific Corp.	515 S. Flower Street	47th Floor	Los Angeles	CA	90071-2201
U.S. TelePacific Corp.	515 S. Flower Street	47th Floor	Los Angeles	CA	90071-2201
ULTIMATE Internet Access, Inc.	3633 E. Inland Empire Blvd	8th Floor Suite 890	Ontario	CA	91764
United Communications Systems Inc.	123 N. Wacker Dr., Fl. 7		Chicago	IL	60606
United Online, Inc.	21255 Burbank Boulevard	Suite 400	Woodland Hills	CA	91367
United Online, Inc.	21255 Burbank Boulevard	Suite 400	Woodland Hills	CA	91367
United Systems Access Inc.	5 Bragdon Lane	Suite 200	Kennebunk	ME	4043
US LEC of Pennsylvania	4001 N Rodney Parham	Mailstop: B1F03-71A	Little Rock	AR	72212
US LEC of Pennsylvania	4001 N Rodney Parham	Mailstop: B1F02-12A	Little Rock	AR	72212
USA Mobility Wireless, Inc.	3000 Technology Dr.		Plano	TX	75074
ValTech Communications, LLC	2020 Brice Rd., Ste. 210		Reynoldsburg	OH	43068

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
ValTech Communications, LLC	2020 Brice Rd, Ste. 210		Reynoldsburg	OH	43068
VCom Solutions, Inc. and QuantumShift Communications, VDL Inc.	12657 Alcosta Blvd. PO Box 568		San Ramon	CA	94583
Velocity Networks, Inc.	5155 Rosecrans Ave., #300		Owings Mills	MD	21117
Vergent, LLC	2323 Bryan Street	Sutie 2300	Hawthorne	CA	90250
Verizon Services Corp.	One Verizon Way, Fl 3		Dallas	TX	75218
Verizon Services Corp.	1320 N Courthouse Rd.		Basking Ridge	NJ	9720
Vista PCS, LLC	1300 I Street, NW	Suite 400 West	Arlington	VA	22201
Vitcom, LLC	1274 49th St.	Suite 315	Washington	DC	20005
Vonage Holdings Corporation	23 Main Street		Brooklyn	NY	11219
Vonage Holdings Corporation	23 Main Street		Holdmel	NJ	7733
Vonage Network LLC	23 Main Street		Holdmel	NJ	7733
Voxbeam Telecommunications, Inc.	6314 Kingspointe Parkway	Suite 1	Holmdel	NJ	7733
Voxbeam Telecommunications, Inc.	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Voxbeam Telecommunications, Inc.	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Warwick Valley Mobile Telephone Company	47 Main Street		Orlando	FL	32819
Warwick Valley Telephone Company	47 Main St	PO Box 592	Warwick	NY	10990
Warwick Valley Telephone Company	47 Main St	PO Box 592	Warwick	NY	10990
Wholesale Carrier Services, Inc.	12350 NW 39th Street		Warwick	NY	10990
Wholesale Carrier Services, Inc.	5471 N. University Dr.		Coral Springs	FL	33065
Wholesale Carrier Services, Inc.	12350 NW 39th Street		Coral Springs	FL	33067
Wide Voice, LLC	410 South Rampart	Suite 390	Coral Springs	FL	33065
Widomaker Communication Services	1781 Jamestown Rd., Ste. 180		Las Vegas	NV	89145
WilTel Local Network, LLC	1025 Eldorado Blvd.		Williamsburg	VA	23185
WiMacTel, Inc.	2225 East Bayshore Road	Suite 200	Broomfield	CO	80021
Windstream New York, Inc.	4001 Rodney Parham Rd		Palo Alto	CA	94303
Windstream New York, Inc.	4001 Rodney Parham Rd		Little Rock	AR	72212
Wiphonica Technologies, Inc.	4274 Enfield Court	Suite 1600	Little Rock	AR	72212
Wiphonica Technologies, Inc.	1209 Woodlands Creek Way		Palm Harbor	FL	34685
Worldlink Telecommunications NY LLC	1330 Niagara Falls Blvd.	Suite 200	Apex	NC	27502
WPTI Telecom LLC	1073 Sawmill Rd.	PO Box 6568	Tonawanda	NY	14150
Xand Corporation	11 Skyline Drive		Incline Village	NV	89450
Xchange Telecom Corp.	1657 49 Street		Hawthorne	NY	10532
Xchange Telecom Corp.	3611 14th Avenue	Suite 215	Brooklyn	NY	11204
XecuNet	5744-R Industry Lane		Brooklyn	NY	11218
XO Communications Services, Inc.	13865 Sunrise Valley Dr.		Frederick	MD	21704
XO Communications Services, Inc.	8851 Sandy Pkwy		Herndon	VA	20171
Xtel Communications, Inc.	401 Route 73 North	Building 10, Suite 106	Sandy	UT	84070
Xtel Communications, Inc.	401 Route 73 North	Building 10, Ste 106	Marlton	NJ	8053
XYN Communications, LLC	107 W. Michigan Ave., 4th Floor		Marlton	NJ	8053
Y Tel Inc.	1274 49th Street	Suite 315	Kalamazoo	MI	49007
Ymax Communications Corp.	PO Box 6785		Brooklyn	NY	11219
ZenFi Networks, Inc.	90 White Street		West Palm Beach	FL	33405
			New York	NY	10013

ATTACHMENT B



NOTICE OF COPPER RETIREMENT

June 1, 2017



Currently, Verizon brings voice and/or data services to your business location over copper cables. However, Verizon is updating to fiber-optic technology in your area, and will be retiring its copper facilities that currently serve your business.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business location now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area which is scheduled for on or after June 1, 2018.

If you currently subscribe to voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any devices that rely on your voice service, such as fax machines, payment systems, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. In the event of a commercial power outage, your voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at verizon.com/fiberupgrade. If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.844.881.4693.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
janet.a.gazlaymartin@verizon.com
Verizon
230 W 36th St. NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. One Verizon Way Basking Ridge, NJ 07920	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
Verizon New England Inc. 125 High Street Oliver Tower 7th Floor Boston, MA 02110	Verizon Pennsylvania LLC 1717 Arch Street Philadelphia, PA 19103	

Federal Communications Commission

445 12th Street SW

Washington, DC 20554

Phone: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>**State Public Utility Commissions**

Delaware Public Service Commission Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	New York State Department of Public Service 3 Empire State Plaza Albany, New York 12223-1350 (518)-402-1435
Maryland Public Service Commission William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	Pennsylvania Public Utility Commission PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
Massachusetts Department of Telecommunications & Cable 1000 Washington Street Suite 820 Boston, MA 02118-6500 (617) 305-3580	Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
New Jersey Board of Public Utilities 44 South Clinton Avenue 3 rd Floor, Suite 314 P.O. Box 350 Trenton, NJ 08625-0350 (800) 624-0241	Virginia State Corporation Commission Public Utilities P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

Frequently Asked Questions

- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** There is no need to schedule an appointment at this time. Verizon will contact your company to make arrangements for the migration to fiber.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** We will provide you with backup battery options that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on corded telephones. Depending on the type of Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation, the technician will provide you with details on the specific backup power options available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



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June 1, 2017



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To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business location now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area which is scheduled for on or after June 1, 2018.

If you currently subscribe to voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any devices that rely on your voice service, such as fax machines, payment systems, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. In the event of a commercial power outage, your voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at verizon.com/fiberupgrade. If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.800.324.1497.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

Janet Gazlay Martin
Director-Network Transformation
janet.a.gazlaymartin@verizon.com
Verizon
230 W 36th St. NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. One Verizon Way Basking Ridge, NJ 07920	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
Verizon New England Inc. 125 High Street Oliver Tower 7th Floor Boston, MA 02110	Verizon Pennsylvania LLC 1717 Arch Street Philadelphia, PA 19103	

Federal Communications Commission

445 12th Street SW

Washington, DC 20554

Phone: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>**State Public Utility Commissions**

Delaware Public Service Commission Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	New York State Department of Public Service 3 Empire State Plaza Albany, New York 12223-1350 (518) 402-1435
Maryland Public Service Commission William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	Pennsylvania Public Utility Commission PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
Massachusetts Department of Telecommunications & Cable 1000 Washington Street Suite 820 Boston, MA 02118-6500 (617) 305-3580	Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
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Frequently Asked Questions

- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** There is no need to schedule an appointment at this time. Verizon will contact your company to make arrangements for the migration to fiber.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** We will provide you with backup battery options that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on corded telephones. Depending on the type of Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation, the technician will provide you with details on the specific backup power options available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
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June 1, 2017



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There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

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Sincerely,

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Janet Gazlay Martin
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Verizon
230 W 36th St. NY, NY 10018

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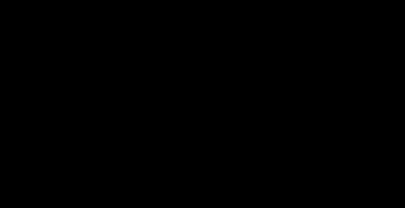
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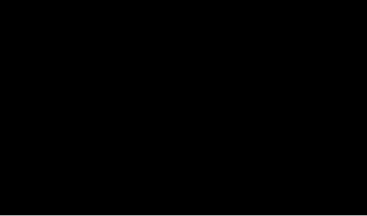
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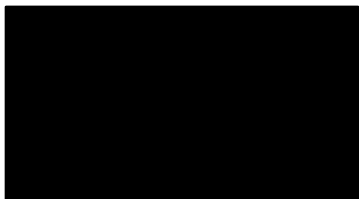
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AVISO DE RETIRADA DEL COBRE

1 de junio de 2017



En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona, que será el día 1 de junio de 2018 o después de esa fecha.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, los dispositivos que dependan del servicio de voz, como pueden ser máquinas de fax, dispositivos médicos o alarmas de seguridad conectadas a una estación central, seguirán funcionando como lo han hecho hasta ahora con las instalaciones de cobre. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar verizon.com/fiberupgrade. Si sigue teniendo alguna duda, llámenos de lunes a viernes de 8 a.m. a 8 p.m. o los sábados de 9 a.m. a 5 p.m. al 1.877.439.7442.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permítame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin
Directora, Network Transformation
Verizon
230 W 36th St. NY, NY 10018

En nombre de:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. One Verizon Way Basking Ridge, NJ 07920	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
Verizon New England Inc. 125 High Street Oliver Tower 7th Floor Boston, MA 02110	Verizon Pennsylvania LLC 1717 Arch Street Philadelphia, PA 19103	

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Comisiones de servicios públicos estatales

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Maryland Public Service Commission William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	Pennsylvania Public Utility Commission PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
Massachusetts Department of Telecommunications & Cable 1000 Washington Street Suite 820 Boston, MA 02118-6500 (617) 305-3580	Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
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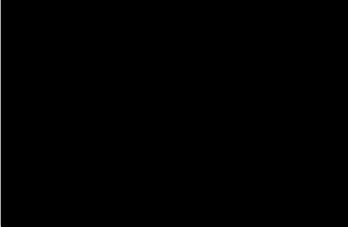
Preguntas más frecuentes

- 1. ¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
- 2. No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
- 3. ¿Cómo hago la cita?** Verizon se comunicará con usted para hacer una cita en la fecha que le resulte más conveniente. Si lo prefiere, puede llamarnos al teléfono 1.877.439.7442 si tiene alguna pregunta.
- 4. ¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 6). Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
- 5. ¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra-óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
- 6. ¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
- 7. ¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.



NOTICE OF COPPER RETIREMENT

June 1, 2017



Currently, Verizon brings voice and/or data services to your home over copper cables. However, the company is updating to fiber-optic technology in your area, and will be retiring its copper facilities that currently serve you and your neighbors.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your home now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area which is scheduled for on or after June 1, 2018.

We will transfer your voice services from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any devices that rely on your voice service, such as fax machines, medical devices, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. We will also provide you with a battery backup device at no charge. For almost all residential customers, that device uses standard D-cell batteries that can support up to 24 hours of standby voice service during a commercial power outage. In case of a prolonged power outage, you can simply replace the batteries and extend the backup power.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at verizon.com/fiberupgrade. For more information, please call us at 1.844.686.3868.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
Verizon
230 W 36th St.
NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. One Verizon Way Basking Ridge, NJ 07920	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
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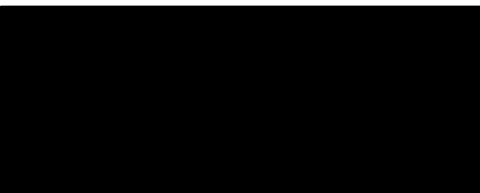
Frequently Asked Questions

1. **Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
2. **I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
3. **Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your home to connect to your phones. We will also provide a backup battery for voice service (see Question #5). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
4. **Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
5. **What is the backup battery?** We will provide you with a backup battery device at no charge that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. For almost all residential customers, we can provide a battery backup device that can provide standby service for up to 24 hours using standard D-cell batteries. In the event of a prolonged power outage, you can simply replace the D-cell batteries for additional backup power. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
6. **What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



AVISO DE RETIRADA DEL COBRE

1 de junio de 2017



En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona, que será el día 1 de junio de 2018 o después de esa fecha.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, los dispositivos que dependan del servicio de voz, como pueden ser máquinas de fax, dispositivos médicos o alarmas de seguridad conectadas a una estación central, seguirán funcionando como lo han hecho hasta ahora con las instalaciones de cobre. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar verizon.com/fiberupgrade. Para obtener más información, por favor llame al 1.844.686.3868.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permítame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin
Directora, Network Transformation
Verizon
230 W 36th St. NY, NY 10018

En nombre de:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. One Verizon Way Basking Ridge, NJ 07920	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
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Federal Communications Commission

445 12th Street SW

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New Jersey Board of Public Utilities 44 South Clinton Avenue 3 rd Floor, Suite 314 P.O. Box 350 Trenton, NJ 08625-0350 (800) 624-0241	Virginia State Corporation Commission Public Utilities P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

Preguntas más frecuentes

- 1. ¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
- 2. No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
- 3. ¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 5). Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
- 4. ¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra-óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
- 5. ¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
- 6. ¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.



NOTICE OF COPPER RETIREMENT

June 1, 2017



Currently, Verizon brings voice and/or data services to your business location over copper cables. However, Verizon is updating to fiber-optic technology in your area, and will be retiring its copper facilities that currently serve your business.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business location now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area which is scheduled for on or after June 1, 2018.

If you currently subscribe to voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any devices that rely on your voice service, such as fax machines, payment systems, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. In the event of a commercial power outage, your voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at verizon.com/fiberupgrade. If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.844.881.4693.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
janet.a.gazlaymartin@verizon.com
Verizon
230 W 36th St. NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. One Verizon Way Basking Ridge, NJ 07920	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
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Frequently Asked Questions

- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** There is no need to schedule an appointment at this time. Verizon will contact your company to make arrangements for the migration to fiber.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** We will provide you with backup battery options that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on corded telephones. Depending on the type of Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation, the technician will provide you with details on the specific backup power options available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



NOTICE OF COPPER RETIREMENT

November 17, 2017



Currently, Verizon brings voice and/or data services to your business location over copper cables. However, the company is updating to fiber-optic technology in your area and will be retiring its copper facilities that currently serve your business.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area pursuant to our copper retirement notice filed with the FCC on June 1, 2017. You will have at least 180 days from the date of this letter before you are required to transition your service to fiber.

If you currently subscribe to voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. In the event of a commercial power outage your voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at verizon.com/fiberupgrade. If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.844.881.4693.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
janet.a.gazlaymartin@verizon.com
Verizon
230 W 36th St. NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. One Verizon Way Basking Ridge, NJ 07920	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
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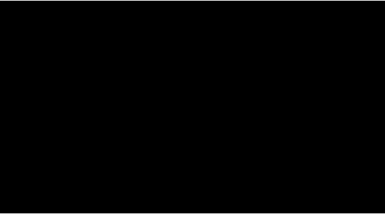
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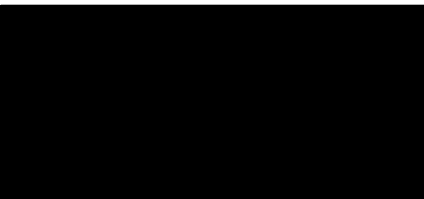
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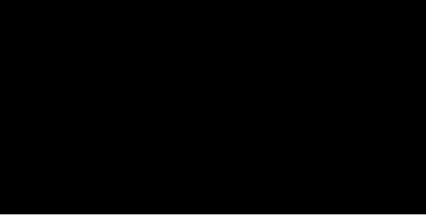
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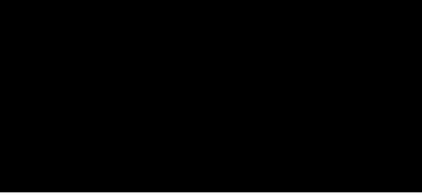
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- 5. What is the backup battery?** The backup battery device will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. The backup battery device will provide a minimum of 8 hours of backup power. Depending on the Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation of your service, the technician will provide you with details on the specific backup power device available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 6. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



NOTICE OF COPPER RETIREMENT

November 17, 2017



Currently, Verizon brings voice and/or data services to your business location over copper cables. However, the company is updating to fiber-optic technology in your area and will be retiring its copper facilities that currently serve your business.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area pursuant to our copper retirement notice filed with the FCC on June 1, 2017. You will have at least 180 days from the date of this letter before you are required to transition your service to fiber.

If you currently subscribe to voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. In the event of a commercial power outage your voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at verizon.com/fiberupgrade. If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.844.881.4693.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
janet.a.gazlaymartin@verizon.com
Verizon
230 W 36th St. NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. One Verizon Way Basking Ridge, NJ 07920	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
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Federal Communications Commission

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<https://consumercomplaints.fcc.gov/hc/en-us>**State Public Utility Commissions**

Delaware Public Service Commission Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	New York State Department of Public Service 3 Empire State Plaza Albany, New York 12223-1350 (518)-402-1435
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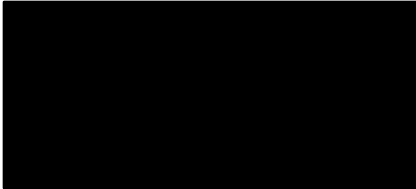
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- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** There is no need to schedule an appointment at this time. Verizon will contact your company to make arrangements for the migration to fiber.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
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- 6. What is the backup battery?** We will provide you with backup battery options that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on corded telephones. Depending on the type of Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation, the technician will provide you with details on the specific backup power options available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
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November 17, 2017



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We will transfer your voice services from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. We will also provide you with a battery backup device at no charge. For most residential customers, that device uses standard D-cell batteries that can support up to 24 hours of standby voice service during a commercial power outage. In case of a prolonged power outage you can simply replace the batteries and extend the backup power.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at verizon.com/fiberupgrade. If you still have questions, please call us Monday through Friday, 8 a.m. - 8 p.m. or Saturday 9 a.m. - 5 p.m. at 1.877.439.7442.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
Verizon
230 W 36th St.
NY, NY 10018

On behalf of:

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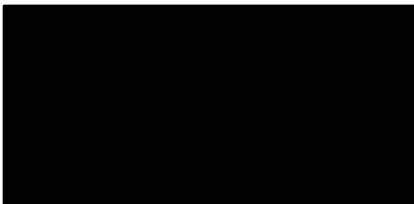
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- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** Verizon will contact you to schedule an appointment that is convenient for you. You may also call us at 1.877.439.7442 if you have any questions.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your home to connect to your phones. We will also provide a backup battery for voice service (see Question #6). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** We will provide you with a backup battery device at no charge that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. For almost all residential customers, we can provide a battery backup device that can provide standby service for up to 24 hours using standard D-cell batteries. In the event of a prolonged power outage, you can simply replace the D-cell batteries for additional backup power. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



AVISO DE RETIRADA DEL COBRE

17 de Noviembre de 2017



En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona. Nuestro plan es retirar nuestras instalaciones de cobre en esta área, de acuerdo con nuestro aviso de retiro de cobre, presentado ante la FCC el 1 de junio de 2017. Tendrá al menos 90 días a partir de la fecha de esta carta antes de que deba hacer la transición de su servicio a fibra.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, cualquier dispositivo existente que dependa de su servicio de voz actual, como máquinas de fax, dispositivos médicos o alarmas de seguridad conectados a una estación central es totalmente compatible con el servicio de voz sobre fibra. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar verizon.com/fiberupgrade. Si sigue teniendo alguna duda, llámenos de lunes a viernes de 8 a.m. a 8 p.m. o los sábados de 9 a.m. a 5 p.m. al 1.877.439.7442.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permítame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin
Directora, Network Transformation
Verizon
230 W 36th St. NY, NY 10018

En nombre de:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. One Verizon Way Basking Ridge, NJ 07920	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
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Federal Communications Commission

445 12th Street SW

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Teléfono: (888) 225-5322

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Delaware Public Service Commission Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	New York State Department of Public Service 3 Empire State Plaza Albany, New York 12223-1350 (518) 402-1435
Maryland Public Service Commission William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	Pennsylvania Public Utility Commission PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
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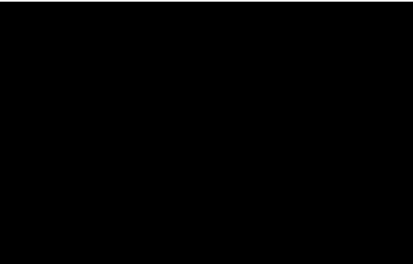
Preguntas más frecuentes

- 1. ¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
- 2. No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
- 3. ¿Cómo hago la cita?** Verizon se comunicará con usted para hacer una cita en la fecha que le resulte más conveniente. Si lo prefiere, puede llamarnos al teléfono 1.877.439.7442 si tiene alguna pregunta.
- 4. ¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 6). Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
- 5. ¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra-óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
- 6. ¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
- 7. ¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.



NOTICE OF COPPER RETIREMENT

November 17, 2017



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Sincerely,

A handwritten signature in black ink, reading "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
Verizon
230 W 36th St.
NY, NY 1001

On behalf of:

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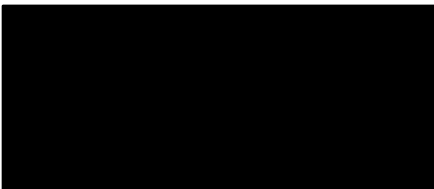
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17 de noviembre de 2017



En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona. Nuestro plan es retirar nuestras instalaciones de cobre en esta área, de acuerdo con nuestro aviso de retiro de cobre, presentado ante la FCC el 1 de junio de 2017. Tendrá al menos 90 días a partir de la fecha de esta carta antes de que deba hacer la transición de su servicio a fibra.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, cualquier dispositivo existente que dependa de su servicio de voz actual, como máquinas de fax, dispositivos médicos o alarmas de seguridad conectados a una estación central es totalmente compatible con el servicio de voz sobre fibra. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar verizon.com/fiberupgrade. Para obtener más información, por favor llame al 1.844.686.3868.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permítame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin
Directora, Network Transformation
Verizon
230 W 36th St. NY, NY 10018

En nombre de:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. One Verizon Way Basking Ridge, NJ 07920	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
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Federal Communications Commission

445 12th Street SW

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Comisiones de servicios públicos estatales

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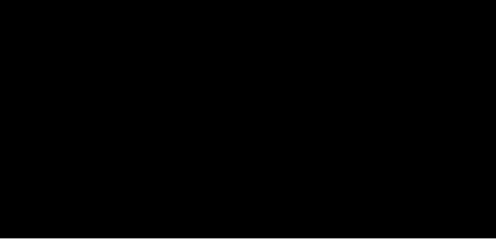
Preguntas más frecuentes

- 1. ¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
- 2. No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
- 3. ¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 5. Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
- 4. ¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra-óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
- 5. ¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
- 6. ¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.



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If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at verizon.com/fiberupgrade. If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.844.881.4693.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
janet.a.gazlaymartin@verizon.com
Verizon
230 W 36th St. NY, NY 10018

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- 3. How can I schedule an appointment?** There is no need to schedule an appointment at this time. Verizon will contact your company to make arrangements for the migration to fiber.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
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- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



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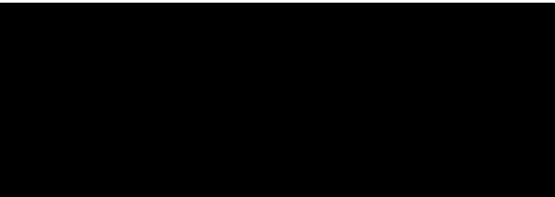
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A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin
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Verizon
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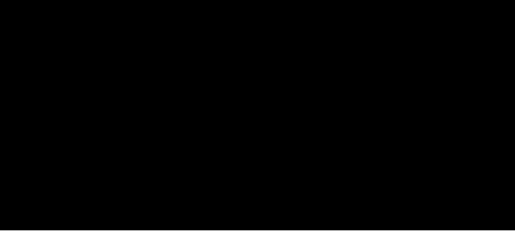
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230 W 36th St., NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. One Verizon Way Basking Ridge, NJ 07920	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
Verizon New England Inc. 6 Bowdoin Square 9 th Floor Boston, MA 02114	Verizon Pennsylvania LLC 1717 Arch Street Philadelphia, PA 19103	

Federal Communications Commission

445 12th Street SW

Washington, DC 20554

Phone: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>**State Public Utility Commissions**

Delaware Public Service Commission Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	New York State Department of Public Service 3 Empire State Plaza Albany, New York 12223-1350 (518) 402-1435
Maryland Public Service Commission William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	Pennsylvania Public Utility Commission PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
Massachusetts Department of Telecommunications & Cable 1000 Washington Street Suite 820 Boston, MA 02118-6500 (800) 392-6066	Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
New Jersey Board of Public Utilities 44 South Clinton Avenue 3 rd Floor, Suite 314 P.O. Box 350 Trenton, NJ 08625-0350 (800) 624-0241	Virginia State Corporation Commission Public Utilities P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

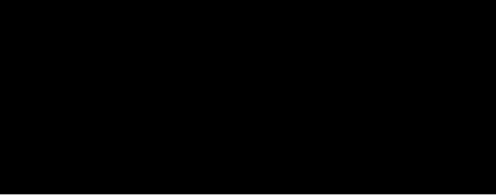
Frequently Asked Questions

- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** Verizon will contact you to schedule an appointment that is convenient for you. You may also call us at 1.877.505.1185 to schedule an appointment.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your phones. We will also provide a backup battery for voice service (see Question #6). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** The backup battery device will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. The backup battery device will provide a minimum of 8 hours of backup power. Depending on the Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation of your service, the technician will provide you with details on the specific backup power device available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



NOTICE OF COPPER RETIREMENT

January 26, 2018



Currently, Verizon brings voice and/or data services to your business location over copper cables. However, the company is updating to fiber-optic technology in your area and will be retiring its copper facilities that currently serve your business.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area pursuant to our copper retirement notice filed with the FCC on June 1, 2017. You will have at least 180 days from the date of this letter before you are required to transition your service to fiber.

We will transfer your voice service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. In the event of a commercial power outage, your voice service will not work without battery backup. Battery back-up options are available depending on the number of lines to be supported. Our representatives can best answer your questions when you call to make an appointment.

Similarly, if you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at verizon.com/fiberupgrade. For more information, please call us at 1.844.686.3868.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
Verizon
230 W 36th St., NY, NY 10018

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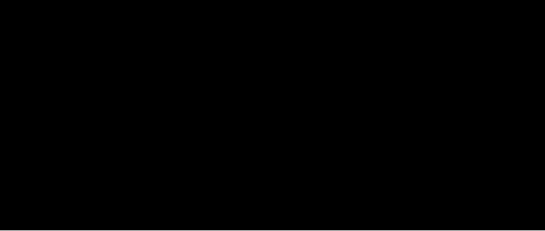
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Please review the Frequently Asked Questions for additional information about the fiber update or visit us at verizon.com/fiberupgrade. If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.844.881.4693.

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Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
janet.a.gazlaymartin@verizon.com
Verizon
230 W 36th St. NY, NY 10018

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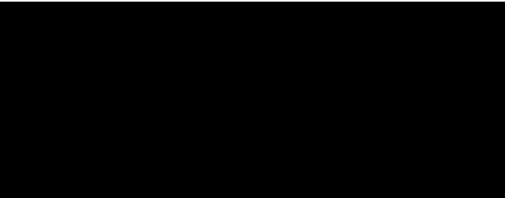
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We will transfer your voice services from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. We will also provide you with a battery backup device at no charge. For most residential customers, that device uses standard D-cell batteries that can support up to 24 hours of standby voice service during a commercial power outage. In case of a prolonged power outage you can simply replace the batteries and extend the backup power.

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Please review the Frequently Asked Questions for additional information about the fiber update or visit us at verizon.com/fiberupgrade. If you still have questions, please call us Monday through Friday, 8 a.m. - 8 p.m. or Saturday 9 a.m. - 5 p.m. at 1.877.439.7442.

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Thank you for continuing to be a loyal customer. We greatly appreciate your business.

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- 3. How can I schedule an appointment?** Verizon will contact you to schedule an appointment that is convenient for you. You may also call us at 1.877.439.7442 if you have any questions.
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- 6. What is the backup battery?** We will provide you with a backup battery device at no charge that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. For almost all residential customers, we can provide a battery backup device that can provide standby service for up to 24 hours using standard D-cell batteries. In the event of a prolonged power outage, you can simply replace the D-cell batteries for additional backup power. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
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AVISO DE RETIRADA DEL COBRE

26 de enero 2018

Nombre
Dirección

Estimado(a) XXXXX:

Número de teléfono: XXX-XXX-XXXX-XXX

En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona. Nuestro plan es retirar nuestras instalaciones de cobre en esta área, de acuerdo con nuestro aviso de retiro de cobre, presentado ante la FCC el 01 de junio 2017. Tendrá al menos 90 días a partir de la fecha de esta carta antes de que deba hacer la transición de su servicio a fibra.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, cualquier dispositivo existente que dependa de su servicio de voz actual, como máquinas de fax, dispositivos médicos o alarmas de seguridad conectados a una estación central es totalmente compatible con el servicio de voz sobre fibra. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar verizon.com/fiberupgrade. Si sigue teniendo alguna duda, llámenos de lunes a viernes de 8 a.m. a 8 p.m. o los sábados de 9 a.m. a 5 p.m. al 1.877.439.7442.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permítame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin
Directora, Network Transformation
Verizon
230 W 36th St. NY, NY 10018

En nombre de:

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Preguntas más frecuentes

- 1. ¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
- 2. No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
- 3. ¿Cómo hago la cita?** Verizon se comunicará con usted para hacer una cita en la fecha que le resulte más conveniente. Si lo prefiere, puede llamarnos al teléfono 1.877.439.7442 si tiene alguna pregunta.
- 4. ¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 6). Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
- 5. ¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra-óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
- 6. ¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
- 7. ¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.



NOTICE OF COPPER RETIREMENT

January 26, 2018



Currently, Verizon brings voice and/or data services to your home over copper cables. However, the company is updating to fiber-optic technology in your area and will be retiring its copper facilities that currently serve you and your neighbors.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your home now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber.

Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area, pursuant to our copper retirement notice filed with the FCC on June 1, 2017. You will have at least 90 days from the date of this letter before you are required to transition your service to fiber.

We will transfer your voice services from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. We will also provide you with a battery backup device at no charge. For most residential customers, that device uses standard D-cell batteries that can support up to 24 hours of standby voice service during a commercial power outage. In case of a prolonged power outage you can simply replace the batteries and extend the backup power.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at verizon.com/fiberupgrade. For more information, please call us at 1.844.686.3868.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
Verizon
230 W 36th St.
NY, NY 1001

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. One Verizon Way Basking Ridge, NJ 07920	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
Verizon New England Inc. 6 Bowdoin Square 9 th Floor Boston, MA 02114	Verizon Pennsylvania LLC 1717 Arch Street Philadelphia, PA 19103	

Federal Communications Commission

445 12th Street SW

Washington, DC 20554

Phone: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>**State Public Utility Commissions**

Delaware Public Service Commission Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	New York State Department of Public Service 3 Empire State Plaza Albany, New York 12223-1350 (518) 402-1435
Maryland Public Service Commission William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	Pennsylvania Public Utility Commission PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
Massachusetts Department of Telecommunications & Cable 1000 Washington Street Suite 820 Boston, MA 02118-6500 (800) 392-6066	Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
New Jersey Board of Public Utilities 44 South Clinton Avenue 3 rd Floor, Suite 314 P.O. Box 350 Trenton, NJ 08625-0350 (800) 624-0241	Virginia State Corporation Commission Public Utilities P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

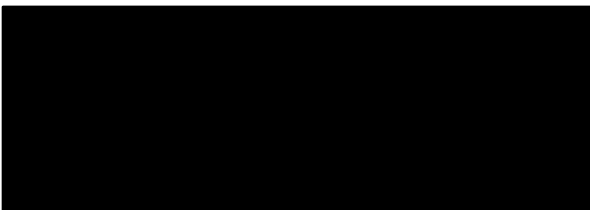
Frequently Asked Questions

- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your home to connect to your phones. We will also provide a backup battery for voice service (see Question #5). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 4. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 5. What is the backup battery?** We will provide you with a backup battery device at no charge that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. For almost all residential customers, we can provide a battery backup device that can provide standby service for up to 24 hours using standard D-cell batteries. In the event of a prolonged power outage, you can simply replace the D-cell batteries for additional backup power. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 6. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



AVISO DE RETIRADA DEL COBRE

26 de enero 2018



En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona. Nuestro plan es retirar nuestras instalaciones de cobre en esta área, de acuerdo con nuestro aviso de retiro de cobre, presentado ante la FCC el 01 de junio 2017. Tendrá al menos 90 días a partir de la fecha de esta carta antes de que deba hacer la transición de su servicio a fibra.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, cualquier dispositivo existente que dependa de su servicio de voz actual, como máquinas de fax, dispositivos médicos o alarmas de seguridad conectados a una estación central es totalmente compatible con el servicio de voz sobre fibra. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar verizon.com/fiberupgrade. Para obtener más información, por favor llame al 1.844.686.3868.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permítame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin
Directora, Network Transformation
Verizon
230 W 36th St. NY, NY 10018

En nombre de:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. One Verizon Way Basking Ridge, NJ 07920	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
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Comisiones de servicios públicos estatales

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Preguntas más frecuentes

- 1. ¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
- 2. No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
- 3. ¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 5. Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
- 4. ¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra-óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
- 5. ¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
- 6. ¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.