Debra P. Dexter
Associate Director
Federal Regulatory and Legal Affairs

1300 I Street, NW, Suite 500 East
Washington, DC 20005
Phone 202.515.2497
Fax 202.336.7922
debra.p.dexter@verizon.com

July 14, 2017

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. 2017-01-A-NJ
WC Docket No. 17-116

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 February 28, 2017 Notice of Copper Retirement in the Bergen, Berlin, Cranford, East Dover, Hackensack, Haddonfield, Journal Square, Medford, Morristown, and Wall Twp., NJ central offices.

Please contact me should you need any further information.

Sincerely,

CERTIFICATION OF PUBLIC NOTICE OF COPPER RETIREMENT NETWORK CHANGE UNDER RULE 51.332(d)

Copper Retirement ID No. 2017-01-A-NJ
WC Docket No. 17-116

I certify under penalty of perjury that, to the best of my knowledge, information, and belief, the foregoing is true and correct. Executed on July 14, 2017.

1. Identification of Proposed Changes: Retirement of copper distribution and loop facility at locations in the Bergen, Berlin, Cranford, East Dover, Hackensack, Haddonfield, Journal Square, Medford, Morristown, and Wall Twp. central offices;

2. On February 28, 2017, notice was given in compliance with Code of Federal Regulation (CFR) 47, Subsection §51.332(b)(1);

3. On February 28, 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; and on May 12, 2017, Verizon provided notification to additional entities within the affected service area that it inadvertently failed to notice on February 28, 2017;

4. Attachment A provides the name and address of each entity referred to in paragraph 3, above;

5. On February 28, 2017, Verizon timely notified and submitted a copy of its public notice to the New Jersey Board of Public Utilities, to Governor Chris Christie, and to the Department of Defense in compliance with CFR §51.332(b)(4). No Tribal nation was impacted by this copper retirement;

6. On February 28, 2017, Verizon timely served the customer notice required by CFR §51.332(b)(3) upon retail customers within the affected service area; and on May 16, 2017, Verizon provided notification to additional retail customers that it inadvertently failed to notice on February 28, 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 June 2, 2017, the Commission assigned WC Docket No. 17-116 and NCD-2684 for Verizon's copper retirement notice 2017-01-A-NJ.

Silvana Grady

Silvana Grady
Director – Business Transformation
Verizon

ATTACHMENT A

Legal Name	Contact_Address_Line_1	Contact_Address_Line_2	Contact_City	Contact_State	Contact_ZIP
4Connections LLC	4 Gatehall Drive, 2nd Floor		Parsippany	NJ	07054
Accutel of Texas Inc.	3100 Monticello, Suite 320	PO BOX 720997	Dallas	TX	75372
Advanza Telecom, Inc.	438 High Street, 1st Floor		Burlington	NJ	08016
Airus, Inc.	840 S. Canal Street	7th Floor	Chicago	IL	60607
American Network Services Inc.	59 S. Terrace Avenue		Mt. Vernon	NY	10550
American Telecharge, Inc.	24 Winding Way		Mullica Hill	NJ	08062
Barr Tell USA, Inc.	151 Spring St NW		Concord	NC	28025
Big River Telephone Company, LLC	24 S. Minnesota Avenue		Cape Girardeau	MO	63703
Cablevision Lightpath - NJ Inc.	1111 Stewart Avenue		Bethpage	NY	11714-3581
Cablevision Lightpath - NJ Inc.	1111 Stewart Avenue		Bethpage	NY	11714-3581
Cablevision Lightpath - NJ Inc.	200 Jericho Quadrangle		Jericho	NY	11753
Cantor Communications Group LLC	2500 Regency Parkway		Cary	NC	27511
Cbeyond Communications, Inc.	320 Interstate Parkway North, Suite 300		Atlanta	GA	30339
Citiwise Communications LLC	42 Holland Road		South Orange	NJ	07079
City Signal Communications, Inc.	4001 N Rodney Parham	Mailstop: B1F03-71A	Little Rock	AR	72212
City Signal Communications, Inc.	4001 N Rodney Parham	Mailstop: B1F02-12A	Little Rock	AR	72212
Conversent Communications of New Jersey LLC	330 Monroe Avenue		Rochester	NY	14607
Conversent Communications of New Jersey LLC	1170 Peachtree Street	Suite 900	Atlanta	GA	30309
Crescent Telesolutions, Inc.	314 A Jericho Turnpike	2nd Floor	New Hyde Park	NY	11040
Discount CLEC Services Corporation	650 E. Palisade Ave., STe. 101		Englewood Cliffs	NJ	07102
EC-Eye Communication and Technology, Inc.	124 East Johnson Avenue		Bergenfield	NJ	07621
EC-Eye Communication and Technology, Inc.	124 East Johnson Avenue		Bergenfield	NJ	07621
Empire One Telecommunications	254 36th Street	Suite C-304/Unit 12	Brooklyn	NY	11232
Empire One Telecommunications Inc.	254 36th Street Suite C-304	Unit 12	Brooklyn	NY	11232
Enhanced Communications Network Inc.	9550 Flair Dr., Ste. 400		El Monte	CA	91731
Esodus Communications Inc.	1020 Spruce Drive		Belleair Beach	FL	33786
Fon-Home	44 Homer Place		Metuchen	NJ	08840
GOES Telecom, Inc.	271 Main Street	Suite C	Hackettstown	NJ	07840-2032
Hammer Fiber Optic Investments, Ltd.	311 Broadway		Point Pleasant Beach	NJ	08742
Heritage Corp.	401 So. Orange Ave		Newark	NJ	07103
Homeline Telecommunications	216 Anderson Avenue	Suite 3S	Fairview	NJ	07022
Horizon Link LLC	673 Bloomfield Ave.		Bloomfield	NJ	07003
Level 3 Telecom of New Jersey, LP	10475 Park Meadows Drive		Littleton	CO	80124
Level 3 Telecom of New Jersey, LP	10475 Park Meadows Drive		Littleton	CO	80124
Litecall Inc.	1208 Avenue M, Suite 2364		Brooklyn	NY	11230
Manhattan Telecommunications Corporation of New Jers	55 Water St., Fl 32		New York	NY	10041
Manhattan Telecommunications Corporation of New Jers	55 Water St., Fl 32		New York	NY	10041
Master Call Communications, Inc.	39 Broadway Suite 1850		New York	NY	10006

Legal Name	Contact_Address_Line_1	Contact_Address_Line_2	Contact_City	Contact_State	Contact_ZIP
Monmouth Telephone and Telegraph, Inc.	1919 Pennsylvania Ave., N.W.	#200	Washington	DC	20006
Monmouth Telephone and Telegraph, Inc.	10 Drs. James Parker Blvd.	Suite 110	Red Bank	NJ	07701
Network Billing Systems, LLC	155 Willowbrook Blvd., Ste. 200		Wayne	NJ	07470
Netzoa Inc.	1050 Conneciticut Avenue, NW		Washington	DC	20036-5339
Neutral Tandem-New Jersey, LLC	550 W. Adams, Ste. 900		Chicago	IL	60661
New Jersey DataNet Telecom, LLC	900 Corporate Boulevard		Newburgh	NY	12550
Path Enterprises Inc.	177 Parkside Dr.		Union	NJ	07083
Peerless Network of New Jersey, LLC	222 S Riverside Plaza, Suite 2730		Chicago	IL	60606
Reynwood Communications of NY/NJ LLC	2 Hartford Drive	Suite 201	Tinton Falls	NJ	07701
RGT Utilities of California Inc.	1221 Avenue of the Americas		New York	NY	10021
Service Electric Telephone Company LLC	4242 Mauch Chunk Road		Coplay	PA	18037
Smart Choice Communications LLC	16 West 45th Street	7th Floor	New York	NY	10036
Smart Communications and Cellular Inc	209 2nd Street		Lakewood	NJ	08701
SoftTouch Communication	386 Vermont Avenue		Irvington	NJ	07111
Spectrotel of New Jersey, LLC	3535 State Hwy 66, Suite 7		Neptune	NJ	07753
Telco Experts, LLC	139 Ramapo Valley Rd		Oakland	NJ	07436
TelCove Operations	1025 Eldorado Blvd.		Broomfield	CO	80021
TelCove Operations	1025 Eldorado Blvd.		Broomfield	CO	80021
Teleport Communications New York	3600 Aynor Dr.		Mitchellville	MD	20721
Teleport Communications New York	One AT&T Way	Room 2A132	Bedminster	NJ	07921
Telespire Inc.	1230 Highway 34		Aberdeen	NJ	07747
Time Warner Cable Information Services (New Jersey), LL	60 Columbus Circle		New York	NY	10023
Time Warner Cable Information Services (New Jersey), LL	13820 Sunrise Valley Drive		Herndon	VA	20171
Transbeam Inc.	8 West 38th Street, Fl 7		New York	NY	10018
Travellers Telecom Inc.	1249 Shetland Drive		Union	NJ	07083
Tri-Tel Communications Inc.	160 Broadway	Suite 207	New York	NY	10038
Tristate Bell Inc.	1681 57th St.		Brooklyn	NY	11204
Trucom Corporation	800 Westchester Avenue	Suite N-501	Rye Brook	NY	10573
Trucom Corporation	800 Westchester Avenue	Suite N-501	Rye Brook	NY	10573
Trucom Corporation	1018 West Ninth Avenue		King of Prussia	PA	19406
United Federal Data of New Jersey, LLC	210 York Street, Suite 200		York	PA	17401
USA Telephone Inc.	1510 NE 162nd Street		Miami	FL	33162
Warwick Valley Telephone Company	47 Main Street		Warwick	NY	10990
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
XYN Communications, LLC	107 W. Michigan Ave., 4th Floor		Kalamazoo	MI	49007
BroadMargin	8500 Executive Park Avenue	Suite 110	Fairfax	VA	22031

Legal Name	Contact_Address_Line_1	Contact_Address_Line_2	Contact_City	Contact_State	Contact_ZIP
S NJ Internet Prov - SNIP	100 A Twinbridge Drive		Pennsauken	NJ	08110
T-Mobile USA	12920 SE 38th Street		Bellevue	WA	98006
T-Mobile USA	12920 SE 38th Street	ATTN: CMG-FX-NJ	Bellevue	WA	98006

Contact_Company	Contact_Address_Line_1	Contact_Address_Line_2	Contact_City	Contact_State	Contact_ZIP
365 Wireless, LLC	2870 Peachtree Rd #951		Atlanta	GA	30305
Access 2000	1241 West Chester Pike		West Chester	PA	19382
Access Point Inc.	1100 Crescent Green	Suite 109	Cary	NC	27511
ACE Innovative Networks	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., 2nd Floor		Van Nuys	CA	91411
Allied Telecom Group, LLC	1400 Crystal Dr., Ste. 700		Arlington	VA	22202
Allied Telecom Group, LLC	1400 Crystal Dr., Ste. 700		Arlington	VA	22202
America Online, Inc.	22000 AOL Way		Dulles	VA	20166
American Messaging Services, LLC	1720 Lakepointe Dr., Ste. 100		Lewisville	TX	75057
American Telecharge, Inc.	P.O. Box 130659		Dallas	TX	75313
Aquis Wireless Communications Inc.	1720 Lakepointe Dr., Ste. 100		Lewisville	TX	75057
Arent Fox	1050 Conneciticut Avenue, NW		Washington	DC	20036-5339
Associated Telecommunications Management Services, LLC	6905 N Wickham Rd, Ste 403		Melbourne	FL	32940
AT&T Corp.	240 N Meridan St, RM 1830		Indianapolis	IN	46204
AT&T Corp.	3600 Aynor Dr.		Mitchellville	MD	20721
AT&T Global Access Management	One AT&T Way	Room 2A132	Bedminster	NJ	07921
AT&T Mobility	1 AT&T Way, Rm 4A105		Bedminster	NJ	07921
AT&T Mobility LLC	1277 Lenox Park Blvd.	Suite 4A42	Atlanta	GA	30319
AT&T Network Operations	Out of Franchise Business Operations	4711 Spring Street, Room #117	La Mesa	CA	91941
AT&T Services, Inc.	208 S Akard St., Rm 3135		Dallas	TX	75202
AT&T Services, Inc.	208 S. Akard		Dallas	TX	75202
Bandwidth.com CLEC, LLC	900 Main Campus Dr., Ste. 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, Fl 14		New York	NY	10175
BCN Telecom, Inc.	1200 Mt. Kemble Ave., Floor 3		Morristown	NJ	07960
BCN Telecom, Inc.	1200 Mt. Kemble Ave., Floor 3		Morristown	NJ	07960
Beery Elsner & Hammond	1750 SW Harbor Way #380		Portland	OR	97201
Berkshire County Network	17 Depot St		Adams	MA	01220
BestWeb Corp.	25 South Riverside Av		Croton	NY	10520
Birch Communications	2323 Grand Blvd., Ste. 925		Kansas City	MO	64108
Birch Communications	115 Gateway Dr		Macon	GA	31210
Birch Communications	140 Gateway Dr., Ste. A		Macon	GA	31210
Block Line Systems, LLC	1645 West Chester Pike, Suite 200		West Chester	PA	19382
Block Line Systems, LLC	1645 Westchester Pike, Suite 200		West Chester	PA	19382
Block Line Systems, LLC	1645 West Chester Pike		West Chester	PA	19382
Block Line Systems, LLC	1645 West Chester Pike		West Chester	PA	19382
Blue Casa Telephone, LLC	114 E Haley Street, Ste A		Santa Barbara	CA	93101
Broadview Networks	800 Westchester Avenue		Rye Brook	NY	10573
Broadview Networks	800 Westchester Avenue		Ryebrook	NY	10573
Broadview Networks, Inc.	800 Westchester Avenue	Suite N-501	Rye Brook	NY	10573
Broadview Networks, Inc.	1018 West Ninth Avenue		King of Prussia	PA	19406
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
BullsEye Telecom, Inc.	25925 Telegraph Road, Suite 210		Southfield	MI	48033
BullsEye Telecom, Inc.	25925 Telegraph Road, Suite 210		Southfield	MI	48033
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

Contact_Company	Contact_Address_Line_1	Contact_Address_Line_2	Contact_City	Contact_State	Contact_ZIP
Call America, Inc.	PO Box 8489		Stockton	CA	95208
Cape.com, Inc.	315 Pleasant St		Fall River	MA	02790
CBL Consulting LLC	55 Washington Ave	Ste 321	Brooklyn	NY	11201
Chester County Internet Service	119 N. High Street		West Chester	PA	19380
Cincinnati Bell Extended Territories, LLC	221 E. 4th Street, Suite 103-705		Cincinatti	OH	45202
Cincinnati Bell Inc.	221 East Fourth Street	Suite 103-1090	Cincinnati	OH	45202
City of Sandy, Oregon	39250 Pioneer Blvd.		Sandy	OR	97055
Clear Rate Communications, Inc.	555 S. Old Woodard, Ste. 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
Cole, Raywid & Braverman, L.L.P.	1919 Pennsylvania Avenue, N.W.	Suite 200	Washington	DC	20006
Cole, Raywid & Braverman, L.L.P.	1919 Pennsylvania Ave., N.W.	#200	Washington	DC	20006
Comcast Cable Communications	One Comcast Center, 50th Fl		Philadelphia	PA	19103
Comcast Cable Communications	One Comcast Center, 50th Fl		Philadelphia	PA	19103
Commrail, Inc.	34 St Martin Drive		Marlborough	MA	01752
Commrail, Inc. d/b/a Access Northeast	12444 Powerscourt Drive	Suite 450	St Louis	MO	63131
Consolidated Communications	121 S. 17th St.		Matoon	IL	61938
Consolidated Communications Enterprise Services, Inc.	212 Locust St. Suite 600		Harrisburg	PA	17101
Consolidated Communications of Pennsylvania	350 South Loop 336 W		Conroe	TX	77304
Cooperative Communications Inc.	412-420 Washington Avenue		Belleville	NJ	07109
Cooperative Communications, Inc.	412-420 Washington Ave.		Belleville	NJ	07109
Cooperative Communications, Inc.	412-420 Washington Ave.		Belleville	NJ	07109
Crocker and Crocker Law Firm	107 W. Michigan Ave., 4th Floor		Kalamazoo	MI	49007
Crown Media Group	902 47th St		Brooklyn	NY	11219
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
CyberNet Communications, Inc.	7750 Gloria Ave.		Van Nuys	CA	91406
Data Network Solutions	116 Oceanport Ave., Bldg 1		Little Silver	NJ	07739
DCA Net	1204 West St		Wilmington	DE	19801
Dell, Inc.	172 Spring St.		Newton	NJ	07860
DeltaCom	7037 Old Madison Pike	Suite 400	Huntsville	AL	35806
DFT Local Service Corporation	40 Temple Street		Fredonia	NY	14063
DIAD Networks LLC	725 Vasser Ave		Lakewood	NJ	08701
dishNET Wireline L.L.C.	9601 S. Meridan Boulevard		Englewood	CO	80112
DMR Communications, Inc.	1100 Irvine Blvd	#488	Tustin	CA	92780
Dow, Lohnes & Albertson PLLC	1200 New Hampshire Avenue, N.W.	Suite 800	Washington	DC	20036-6802
DPI-Teleconnect LLC	1330 Capital Parkway		Carrollton	TX	75006
DSCI, LLC	1 Sundial Ave, Suite 414		Manchester	NH	03103
DSL Extreme	21018 Osborne St	#2	Canoga Park	VA	91304
Dynalink Communications, Inc.	927 McDonald Ave		Brooklyn	NY	11218
Dynalink Communications, Inc.	927 McDonald Ave		Brooklyn	NY	11218
EarthLink	330 Monroe Avenue		Rochester	NY	14607
EarthLink	1170 Peachtree Street	Suite 900	Atlanta	GA	30309
EarthLink Business, LLC	3000 Columbia House Blvd., Ste. 106		Vancouver	WA	98661
EarthLink, Inc.	1375 Peachtree Street		Atlanta	GA	30309
Eckert, Seamans, Cherin & Mellott, LLC	213 Market St., 8th Floor		Harrisburg	PA	17101
Entelegent Solutions, Inc.	3800 Arco Corporate Drive, Suite 310		Charlotte	NC	28273
Entelegent Solutions, Inc.	3800 Arco Corporate Drive, Suite 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
EvenLink, LLC	PO Box 170		Sunbury	PA	17801
FastNetIT.com	1204 West St		Wilmington	DE	19801

Contact_Company	Contact_Address_Line_1	Contact_Address_Line_2	Contact_City	Contact_State	Contact_ZIP
First Communications, LLC	3340 West Market St.		Akron	OH	44333
First Communications, LLC	3340 West Market Street		Akron	OH	44333
France Telecom North America	13775 McLearen Road, Mailstop 1100		Oak Hill	VA	20171
Full Service Network LP	600 Grant St.	US Steel Tower, 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
Global Crossing Local Services, Inc. and Global Crossing Telemanagem	225 Kenneth Drive		Rochester	NY	14623
Global Crossing Local Services, Inc. and Global Crossing Telemanagem	225 Kenneth Drive		Rochester	NY	14623
Global Telcom Inc.	33 Market St	2nd Flr	Morristown	NJ	07960
GOES Telecom, Inc.	271 Main St	Suite C	Hackettstown	NJ	07840-2032
Goodin, MacBride, Squeri, Day & Lamprey, LLP	505 Sansome St., Ste. 900	Fl 9	San Francisco	CA	94111
Granite Telecommunications LLC	100 Newport Avenue Ext.		Quincy	MA	02171
Granite Telecommunications LLC	100 Newport Avenue Ext.		Quincy	MA	02171
Granite Telecommunications, LLC	100 Newport Avenue Extension		Quincy	MA	02171
Granite Telecommunications, LLC	100 Newport Avenue Ext.		Quincy	MA	02171
GTT Americas, LLC	1835-B Kramer Lane, Ste. 100		Austin	TX	78758
GTT Americas, LLC	7900 Tysons Once Place, Suite 1450		McLean	VA	22102
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
iComm Law	1547 Palos Verdes, #298		Walnut Creek	CA	94595
IDT America Corp.	550 Broad Street		Newark	NJ	07102
IDT America Corp.	550 Broad Street, Fl 5		Newark	NJ	07102
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
Inteliquent	550 W. Adams, Ste. 900		Chicago	IL	60661
InterGlobe Communications, Inc.	101 Tyrellan Ave., Fl 1		Staten Island	NY	10309
Internet Junction Corporation	12807 W. Hillsborough Ave	Suite I	Tampa	FL	33635
Invision.Com, Inc.	47 Mall Dr		Commack	NY	11725
Jay Telecom Inc.	2 Parker Blvd.		Monsey	NY	10952
Kelley Drye & Warren LLP	3050 K Street, N.W. Washington Harbour	Suite 400	Washington	DC	20007
Kelley Drye & Warren, LLP	3050 K Street, NW, Suite 400		Washington	DC	20007
Kerrville Communications Corp.	955 Water Street		Kerrville	TX	78028
Klein Law Group, PLLC	1250 Connecticut Ave. N.W.	Suite 200	Washington	DC	20036
Lan2Wan Internet	1278 Glenneyre Street	Suite 227	Laguna Beach	CA	92651
Latham & Watkins LLP	555 11th Street, NW, Suite 1000		Washington	DC	20004
Level 3 Communications LLC	1025 Eldorado Blvd.		Broomfield	CO	80021
Level 3 Communications LLC	1025 Eldorado Blvd.		Broomfield	CO	80021
Level 3 Communications, LLC	44633 Guilford Drive		Ashburn	VA	20147
Lightower Fiber Networks II, LLC	80 Central Street		Boxborough	MA	01719
Lightower Fiber Networks II, LLC	80 Central Street		Boxborough	MA	01719
Lightspeed CLEC, Inc.	14140 Tamiami Trail		North Port	FL	34287
Lightyear Network Solutions, LLC	1901 Eastpoint Parkway		Louisville	KY	40223
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
Local Access LLC	11442 Lake Butler Blvd.		Windermere	FL	34786
Local ISP, Inc.	200 Atlantic Ave		Manasquan	NJ	08736
Lynchburg Computer Systems, Inc.	7605 Timberlake Road		Lynchburg	VA	24502
Managed Network Services LLC	3800 Bridge Parkway		Redwood Shores	CA	94065
Manhattan Telecommunications Corporation	55 Water St., Fl 32		New York	NY	10041
Massachusetts Local Telephone Company, Inc.	1953 Dorchester Avenue		Dorchester	MA	02124

Contact_Company	Contact_Address_Line_1	Contact_Address_Line_2	Contact_City	Contact_State	Contact_ZIP
Matrix - Contract Mgmt	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
MCSP, Inc.	1278 Glenneyre	#277	Laguna Beach	CA	92651
Media Three Corporation	254 36th Street	Suite C-304/Unit 12	Brooklyn	NY	11232
MegaNet Communications	315 Pleasant St		Fall River	MA	02721
MetroPCS Communications Inc.	2250 Lakeside Boulevard		Richardson	TX	75082
MetroPCS Communications Inc.	2250 Lakeside Boulevard		Richardson	TX	75082
MetroPCS Communications Inc.	2250 Lakeside Boulevard		Richardson	TX	75082
MetroPCS Pennsylvania, LLC	510 Virginia Dr.		Fort Washington	PA	19034
MetTel	55 Water St., Fl 32		New York	NY	10041
MetTel	55 Water St., Fl 32		New York	NY	10041
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
Mobilitie Management, LLC	2220 University Drive		Newport Beach	CA	92660
Monmouth Telephone and Telegraph, Inc.	10 Drs. James Parker Blvd.	#110	Red Bank	NJ	07701
Mosaic NetworX LLC	454 Las Gallinas Ave., #145		San Rafael	CA	94903
Mountain Communications, LLC	Route 3	Box 69G	Bruceton Mills	WV	26525
MTCO Communications, Inc.	220 N. Menard St.		Metamora	IL	61548
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
Networks Online, LLC	20 W. Wilson Ave.		Girard	OH	44420
New Dimension Wireless Ltd.	601 Pennsylvania Ave NW	Suite 900 S	Washington	DC	20004
New Edge Network Inc.	3000 Columbia House Blvd.	Suite 106	Vancouver	WA	98661
New Edge Network Inc.	3000 Columbia House Boulevard	Suite 106	Vancouver	WA	98661
New Frontiers Telecommunications, Inc.	49 Summit Ave.		Hagerstown	MD	21740
New Horizon Communications Corp.	420 Bedford St. Suite 250		Lexington	MA	02420
New Horizons Communications Corp.	420 Bedford Street, Suite 250		Lexington	MA	02420
NexGen Networks Corp.	64 Beaver Street, Ste. 104		New York	NY	10004
NOS Communications Inc.	250 Pilot Road, Suite 300		Las Vegas	NV	89119
NTCNet Telecom, Inc.	3077 Bridge Street	PO Box 201	Newport	NY	13416
One Voice Communications, Inc.	45610 Woodland Rd, Ste 250		Sterling	VA	20166
One Voice Communications, Inc.	45610 Woodland Rd, Ste 250		Sterling	VA	20166
One Voice Communications, Inc.	45610 Woodland Rd, Ste 250		Sterling	VA	20166
Onvoy Spectrum, LLC	10300 6th Avenue North		Plymouth	MN	55441
Pacific Bell Telephone Company	2600 Camino Ramon	Suite 2W901	San Ramon	CA	94583
Pacific Bell Telephone Company	100 N. Stoneman Ave.	Room B130	Alhambra	CA	91801
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
PNG Telecommunications, Inc.	8805 Governor's Hill Dr., Ste 250		Cincinnati	OH	45249
Power Shift Computer Services Inc.	571 South Main Street		Stowe	VT	05672
Preferred Long Distance, Inc.	16830 Ventura Blvd., Suite 350		Encino	CA	91436
Princeton Hosted Solutions, LLC	PO Box 2170		Cherry Hill	NJ	08034
Pronto Networks, Inc.	4637 Chabot Dr., Ste. 350		Pleasanton	CA	94588
QTel, LLC	9 Second Road		Great Neck	NY	11021
Quality Speaks, LLC	9221 Corbin Avenue	Suite 155	Northridge	CA	91324
Quantum Internet Services, Inc.	2975B Manchester Rd.		Manchester	MD	21102
Quantum Telecommunications, Inc.	2975B Manchester Rd		Manchester	MD	21102

Contact_Company	Contact_Address_Line_1	Contact_Address_Line_2	Contact_City	Contact_State	Contact_ZIP
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.	Suite 418	San Ramon	CA	94583
Qwest Communications	4250 N Fairfax Dr		Arlington	VA	22203
Qwest Communications Corporation	1801 California St, 9th Floor		Denver	CO	80202
Rapid Systems, Inc.	1121 N. West Shore Blvd., Ste., 711		Tampa	FL	33607
RCLEC, Inc.	20 Davis Drive		Belmont	CA	94002
RCLEC, Inc.	20 Davis Drive		Belmont	CA	94002
RCN	650 College Road East, Ste. 3100		Princeton	NJ	08540
RCN	650 College Road East, Ste. 3100		Princeton	NJ	08540
RGT Utilities, Inc.	1221 Avenue of the Americas		New York	NY	10020
Rockefeller Group Telecommunications Services, Inc.	1221 Avenue of the Americas		New York	NY	10021
Rosebud Telephone, LLC	501 W Main Street		Rosebud	TX	76570
Rural Broadband Now!, LLC	PO Box 14038		Santa Rosa	CA	95404
Sage Telecom, Inc. and Sage Telecom of Texas, L.P.	10440 North Central Expressway	Suite 700	Dallas	TX	75231
Savecom Telecom, Inc.	709 Church Street		Brooklyn	NY	11218
SBC Texas	1460 Round Table Dr.		Dallas	TX	75247
Selectel, Inc.	1840 E. Military Ave		Fremont	NE	68025
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
Smart Choice Communications, LLC	16 West 45th Street	7th Floor	New York	NY	10036
SNiP Internet & Telecom	100A Twin Bridge Dr.		Pennsauken	NJ	08110
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
Southern California Telephone Co.	27515 Enterprise Circle W.		Temecula	CA	92590
Southwestern Bell Telephone, L.P.	One SBC Plaza	Room 3014	Dallas	TX	75202
Spectrotel, Inc.	3535 State Highway 66, Suite 7		Neptune	NJ	07753
Spectrotel, Inc.	3535 State Highway 66, Suite 7		Neptune	NJ	07753
Spectrotel, Inc.	3535 State Hwy 66, Suite 7		Neptune	NJ	07753
Spectrotel, Inc.	3535 Rte. 66, Suite 7		Neptune	NJ	07753
Spok Inc.	3000 Technology Dr.	Suite 400	Plano	TX	75074
Sprint Nextel	6100 Sprint Pkwy	MC: KSOPHK0310-3A452	Overland Park	KS	66251
Sprint Nextel	6100 Sprint Pkwy	MC: KSOPHK0310-3A450	Overland Park	KS	66251
Sterling Telecom, Inc.	242 Beverly Road		Huntington Station	NY	11746
Syniverse Technologies, Inc.	8125 Highwoods Palm Way, MC 6L		Tampa	FL	33647-1776
Talk America Services, LLC	10802 Executive Center Dr.	Benton Bldg, Ste. 300	Little Rock	AR	72211
Tampa Bay DSL, Inc.	5151 W. Rio Vista Ave.		Tampa	FL	33634
Telebeam Telephone Systems, Inc.	36-40 37th Street		LIC	NY	11101
Telebeam Telephone Systems, Inc.	36-40 37th Street		LIC	NY	11101
Telrite Corporation	4113 Monticello Street		Covington	GA	30014
Telrite Corporation	4113 Monticello Street	PO Box 2207	Covington	GA	30014
Texas Hearing Services Corporation	1213 E. Alton Gloor Blvd., Suite F		Brownsville	TX	78526
Thumb Cellular Limited Partnership	82 S. Main Street	Box 650	Pigeon	MI	48755
T-Mobile USA, Inc.	12920 SE 38th Street		Bellevue	WA	98006
T-Mobile USA, Inc.	12920 SE 38th Street		Bellevue	WA	98006
TNCI Operating Company LLC	114 E. Haley St., Ste. I		Santa Barbara	CA	93101
Transbeam, Inc.	8 W. 38th Street	Floor 7	New York	NY	10018
Tri-M Communications, Inc.	820 State Street	5th Floor	Santa Barbara	CA	93101
Triton Networks, LLC	12700 Hillcrest Road, Suite 234		Dallas	TX	75230
Triton Operating Company, LLC	100 Westgate Parkway		Richmond	VA	23233
TVC Albany, Inc.	41 State Street		Albany	NY	12207
tw telecom	10475 Park Meadows Drive		Littleton	CO	80124

Contact_Company	Contact_Address_Line_1	Contact_Address_Line_2	Contact_City	Contact_State	Contact_ZIP
tw telecom	10475 Park Meadows Drive		Littleton	CO	80124
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 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, Ste. 200		Kennebunk	ME	04043
USA Mobility	3000 Technology Dr.		Plano	TX	75074
ValTech Communications, LLC	2020 Brice Rd., Ste. 210		Reynoldsburg	OH	43068
ValTech Communications, LLC	2020 Brice Rd, Ste. 210		Reynoldsburg	OH	43068
VDL Inc.	PO Box 568		Owings Mills	MD	21117
Velocity Networks, Inc.	5155 Rosecrans Ave., #300		Hawthorne	CA	90250
Velocity.Net	2503 West 15th St.		Erie	PA	16505
Verizon Business	One Verizon Way	02 Floor Room VC22E009	Basking Ridge	NJ	07920
Verizon Wireless	1120 Sanctuary Pkwy, Ste. 150	MC: GASA4ICT	Alpharetta	GA	30009
Vitcom, LLC	1274 49th Street, Suite 315		Brooklyn	NY	11219
Voxbeam Telecommunications, Inc.	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Voxbeam Telecommunications, Inc.	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Voxbeam Telecommunications, Inc.	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Waterford Telephone Company	16601 Mosswood Dr.		Hamilton	VA	20158
Wholesale Carrier Services, Inc.	12350 NW 39th Street		Coral Springs	FL	33065
Wholesale Carrier Services, Inc.	12350 NW 39th Street		Coral Springs	FL	33065
Wholesale Carrier Services, Inc.	5471 N. University Dr.		Coral Springs	FL	33067
Wholesale Carrier Services, Inc.	12350 NW 39th Street		Coral Springs	FL	33065
Wide Voice, LLC	410 South Rampart, Suite 390		Las Vegas	NV	89145
Widomaker Communication Services	1781 Jamestown Rd., Ste. 180		Williamsburg	VA	23185
WiMacTel, Inc.	2225 East Bayshore Road, Ste. 200		Palo Alto	CA	94303
Windstream	4001 N Rodney Parham	Mailstop: B1F03-71A	Little Rock	AR	72212
Windstream	4001 N Rodney Parham	Mailstop: B1F02-12A	Little Rock	AR	72212
WireStar, Inc.	12507 Deringer Ln		Magnolia	TX	77354
WPTI Telecom LLC	PO Box 819	2449 Genoa Aspen Drive	Genoa	NV	89411
WPTI Telecom LLC	PO Box 6568	1073 Sawmill Rd.	Incline Village	NV	89450
X5 OpCo LLC	2828 N. Harwood St., Ste. 1700		Dallas	TX	75201
Xchange Telecom Corp.	1657 49 Street		Brooklyn	NY	11204
Xchange Telecom Corp.	3611 14th Avenue	Suite 215	Brooklyn	NY	11218
XecuNet	5744-R Industry Lane		Frederick	MD	21704
XO Communications Services, Inc.	13865 Sunrise Valley Dr.		Herndon	VA	20171
XO Communications Services, Inc.	8851 Sandy Pkwy		Sandy	UT	84070
Xtel Communications, Inc.	401 Route 73 North	Building 10, Suite 106	Marlton	NJ	08053
Xtel Communications, Inc.	401 Route 73 North	Building 10, Ste 106	Marlton	NJ	08053
Ymax Communications Corp.	PO Box 6785		West Palm Beach	FL	33405
Zayo Group	1805 29th Street	Suite 2050	Boulder	CO	80301

ATTACHMENT B

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NOTICE OF COPPER RETIREMENT

February 28, 2017

[redacted]

Currently, Verizon brings voice and/or data services to your home over copper cables. However, the company is upgrading 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 December 1, 2017.

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 upgrade 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,

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.** 540 Broad Street Newark, NJ 07102	**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

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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) 474-6530
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 Telecom & 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 S. Clinton Avenue Trenton, NJ 08625 (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 1.877.439.7442 if you have any questions.

4. **Is the installation process complicated? What equipment is needed in order for me to upgrade 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 upgrade?** 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.

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AVISO DE RETIRADA DEL COBRE

28 de febrero 2017

[redacted]

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 diciembre de 2017 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.** 540 Broad Street Newark, NJ 07102	**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

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Comisiones de servicios públicos estatales

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) 474-6530
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 Telecom & 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 S. Clinton Avenue Trenton, NJ 08625 (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. **¿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.

verizon

NOTICE OF COPPER RETIREMENT

February 28, 2017

[redacted]

Currently, Verizon brings voice and/or data services to your business location over copper cables. However, Verizon is upgrading 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 December 1, 2017.

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 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. Battery backup 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 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 upgrade or visit us at verizon.com/fiberupgrade. If you still have questions, please call us Monday through Friday, 8:30 a.m. – 6:00 p.m. at 1.877.505.1185.

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
Verizon
230 W 36th St., NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	**Verizon New Jersey Inc.** 540 Broad Street Newark, NJ 07102	**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

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State Public Utility Commissions

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Massachusetts Department of Telecom & 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 S. Clinton Avenue Trenton, NJ 08625 (800) 624-0241	**Virginia State Corporation Commission Public Utilities** P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

Frequently Asked Questions

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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 1.877.505.1185 to schedule an appointment.

4. **Is the installation process complicated? What equipment is needed in order for me to upgrade 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 upgrade?** 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

February 28, 2017

[redacted]

Currently, Verizon brings voice and/or data services to your business location over copper cables. However, Verizon is upgrading 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 December 1, 2017.

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 upgrade 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.** 540 Broad Street Newark, NJ 07102	**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

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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 Telecom & 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

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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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NOTICE OF COPPER RETIREMENT

February 28, 2017

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Please review the Frequently Asked Questions for additional information about the fiber upgrade 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,

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.** 540 Broad Street Newark, NJ 07102	**Verizon Virginia LLC** 22001 Loudoun County Parkway Ashburn, VA 20147
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verizon

NOTICE OF COPPER RETIREMENT

February 28, 2017

[redacted]

This is not a sales letter. Verizon currently brings wireline voice and data services to your home over traditional copper cables. We have begun upgrading to fiber-optic facilities in your area and will be retiring our copper facilities that 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 December 1, 2017.

In order to update the facilities that serve your home, Verizon must first get permission from your property manager to access your property. If your manager grants us access, we'll upgrade the facilities and then contact you to schedule an appointment to move your specific services to fiber.

If your property manager denies us access, however, all Verizon services to you and others in your property will be discontinued no sooner than 6 months from the date of this letter. This means a total loss of Verizon wireline services, including the ability to dial 911 from that line.

Please don't risk losing your current Verizon services! Ask your property manager to grant us access to extend our fiber facilities into your building.

Once your property is updated with our fiber facilities, 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. If you still have questions, please call at 1.844.VzFiber (1.844.893.4237).

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
Verizon
230 W 36th St.
NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	**Verizon New Jersey Inc.** 540 Broad Street Newark, NJ 07102	**Verizon Virginia LLC** 22001 Loudoun County Parkway Ashburn, VA 20147
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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. **What if my property manager does not give permission to Verizon to update the facilities to my property?** If your property manager will not allow Verizon to update its facilities to fiber, Verizon will have to discontinue providing services to you and you will need to make arrangements with an alternate provider.

4. **How can I schedule an appointment?** After your property manager has provided us permission to update the facilities to your property and we have updated our network to your building, Verizon will contact you to schedule an appointment that is convenient for you. You may also call us at 1.844.VzFiber (1.844.893.4237) if you have any questions.

5. **Is the installation process complicated? What equipment is needed in order for me to upgrade 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 #7). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.

6. **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.

7. **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.)

8. **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.

verizon

AVISO DE RETIRADA DEL COBRE

28 de febrero de 2017

[redacted]

Esta no es una carta de ventas. En la actualidad, Verizon le presta los servicios de voz y datos que llegan a su hogar a través de cables de cobre tradicionales. La compañía ha comenzado a actualizar su zona a la tecnología de fibra óptica 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 diciembre de 2017 o después de esa fecha.

Para poder actualizar la red que sirve a su vivienda, Verizon necesita obtener permiso del administrador de la propiedad para entrar al edificio. Si el administrador nos permite el acceso, actualizaremos la red y nos comunicaremos con usted para programar una cita con el fin de trasladar sus servicios específicos a la fibra.

Si el administrador no nos deja entrar al edificio, todos los servicios de Verizon que reciben usted y sus vecinos se suspenderán después de 6 meses de la fecha de esta carta. Esto significa que perderá todos los servicios de línea fija de Verizon, incluyendo las llamadas al 911 desde dicha línea.

No se arriesgue a perder los servicios de Verizon! Pídale al administrador que nos permita entrar al edificio para que podamos hacer llegar las instalaciones de fibra hasta su edificio.

Una vez hayamos actualizado la propiedad, transferiremos los servicios del cobre a la fibra de forma gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito al 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 en verizon.com/fiberupgrade encontrará más información sobre la actualización con fibra. Si tiene alguna pregunta, llame al teléfono 1.844.VzFiber (1.844.893.4237).

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. Rm 802
NY, NY 10018

En nombre de:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	**Verizon New Jersey Inc.** 540 Broad Street Newark, NJ 07102	**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. **¿Qué ocurre si el administrador no le da permiso a Verizon para actualizar la red de mi edificio?** Si el administrador no le da permiso a Verizon para actualizar la red de su edificio a la fibra, Verizon se verá obligado a suspender sus servicios y tendrá que contratar los de otro proveedor.

4. **¿Cómo hago la cita?** Una vez el administrador de la propiedad nos haya dado permiso y hayamos actualizado las instalaciones de su edificio, Verizon se pondrá en contacto con usted para hacer una cita a la hora que le sea más conveniente. También nos puede llamar al 1.844.VzFiber (1.844.893.4237) si tiene alguna pregunta.

5. **¿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 7). Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.

6. **¿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.

7. **¿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).

8. **¿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.

verizon

NOTICE OF COPPER RETIREMENT

February 28, 2017

[redacted]

This is not a sales letter. Verizon currently brings wireline voice and data services to your business location associated with the above telephone number over traditional copper cables. We have begun upgrading to fiber-optic facilities in your area and will be retiring our copper facilities.

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 which is scheduled for on or after December 1, 2017.

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In order to update the facilities that serve your business, Verizon must first get permission from your property manager to access your property. If your manager grants us access, we'll update the facilities and then contact you to schedule an appointment to move your specific services to fiber.

If your property manager denies us access, however, all Verizon services to you and others in your property will be discontinued no sooner than 6 months from the date of this letter. This means a total loss of Verizon wireline services, including the ability to dial 911 from that line.

Please don't risk losing your current Verizon services! Ask your property manager to grant us access to extend our fiber facilities into your building.

Once your property is updated with our fiber facilities 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 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. 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 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 call us at 1.844.VzFiber (1.844.893.4237).

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
Verizon
230 W 36th St. NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	**Verizon New Jersey Inc.** 540 Broad Street Newark, NJ 07102	**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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3. **What if my property manager does not give permission to Verizon to update the facilities to my property?** If your property manager will not allow Verizon to update its facilities to fiber, Verizon will have to discontinue providing services to you and you will need to make arrangements with an alternate provider.

4. **How can I schedule an appointment?** After your property manager has provided us permission to update the facilities to your property and we have upgraded our network to your building, Verizon will contact you to schedule an appointment that is convenient for you. You may also call us at 1.844.VzFiber (1.844.893.4237) if you have any questions.

5. **Is the installation process complicated? What equipment is needed in order for me to upgrade 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 #7). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.

6. **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.

7. **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.)

8. **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.

verizon

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Director-Network Transformation
Verizon
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NY, NY 10018

On behalf of:

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NOTICE OF COPPER RETIREMENT

May 16, 2017

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

Sincerely,

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

On behalf of:

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New Jersey Board of Public Utilities 44 South Clinton Avenue 3rd 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

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verizon

AVISO DE RETIRADA DEL COBRE

16 de mayo de 2017

[redacted]

Esta no es una carta de ventas. En la actualidad, Verizon le presta los servicios de voz y datos que llegan a su hogar a través de cables de cobre tradicionales. La compañía ha comenzado a actualizar su zona a la tecnología de fibra óptica 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 diciembre de 2017 o después de esa fecha.

Para poder actualizar la red que sirve a su vivienda, Verizon necesita obtener permiso del administrador de la propiedad para entrar al edificio. Si el administrador nos permite el acceso, actualizaremos la red y nos comunicaremos con usted para programar una cita con el fin de trasladar sus servicios específicos a la fibra.

Si el administrador no nos deja entrar al edificio, todos los servicios de Verizon que reciben usted y sus vecinos se suspenderán después de 6 meses de la fecha de esta carta. Esto significa que perderá todos los servicios de línea fija de Verizon, incluyendo las llamadas al 911 desde dicha línea.

No se arriesgue a perder los servicios de Verizon! Pídale al administrador que nos permita entrar al edificio para que podamos hacer llegar las instalaciones de fibra hasta su edificio.

Una vez hayamos actualizado la propiedad, transferiremos los servicios del cobre a la fibra de forma gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito al 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 en verizon.com/fiberupgrade encontrará más información sobre la actualización con fibra. Si tiene alguna pregunta, llame al teléfono 1.844.VzFiber (1.844.893.4237).

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. Rm 802
NY, NY 10018

En nombre de:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	**Verizon New Jersey Inc.** 540 Broad Street Newark, NJ 07102	**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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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
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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. **¿Qué ocurre si el administrador no le da permiso a Verizon para actualizar la red de mi edificio?** Si el administrador no le da permiso a Verizon para actualizar la red de su edificio a la fibra, Verizon se verá obligado a suspender sus servicios y tendrá que contratar los de otro proveedor.

4. **¿Cómo hago la cita?** Una vez el administrador de la propiedad nos haya dado permiso y hayamos actualizado las instalaciones de su edificio, Verizon se pondrá en contacto con usted para hacer una cita a la hora que le sea más conveniente. También nos puede llamar al 1.844.VzFiber (1.844.893.4237) si tiene alguna pregunta.

5. **¿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 7). Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.

6. **¿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.

7. **¿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).

8. **¿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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NOTICE OF COPPER RETIREMENT

May 16, 2017

[redacted]

This is not a sales letter. Verizon currently brings wireline voice and data services to your business location associated with the above telephone number over traditional copper cables. We have begun upgrading to fiber-optic facilities in your area and will be retiring our copper facilities.

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 which is scheduled for on or after December 1, 2017.

In order to update the facilities that serve your business, Verizon must first get permission from your property manager to access your property. If your manager grants us access, we'll update the facilities and then contact you to schedule an appointment to move your specific services to fiber.

If your property manager denies us access, however, all Verizon services to you and others in your property will be discontinued no sooner than 6 months from the date of this letter. This means a total loss of Verizon wireline services, including the ability to dial 911 from that line.

Please don't risk losing your current Verizon services! Ask your property manager to grant us access to extend our fiber facilities into your building.

Once your property is updated with our fiber facilities, 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,

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

On behalf of:

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5. **Is the installation process complicated? What equipment is needed in order for me to upgrade 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.

6. **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.

7. **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.)

8. **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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8. **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

May 16, 2017

[redacted]

Currently, Verizon brings voice and/or data services to your business location over copper cables. However, Verizon is upgrading 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 December 1, 2017.

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 upgrade 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,

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.** 540 Broad Street Newark, NJ 07102	**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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State Public Utility Commissions

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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
New Jersey Board of Public Utilities 44 South Clinton Avenue 3rd 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 upgrade 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 upgrade?** 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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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 December 1, 2017.

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 upgrade 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.** 540 Broad Street Newark, NJ 07102	**Verizon Virginia LLC** 22001 Loudoun County Parkway Ashburn, VA 20147
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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?** 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 upgrade 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 upgrade?** 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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May 16, 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 December 1, 2017.

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 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. 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 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 upgrade or visit us at verizon.com/fiberupgrade. If you still have questions, please call us Monday through Friday, 8:30 a.m. – 6:00 p.m. at 1.877.505.1185.

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
Verizon
230 W 36th St., NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	**Verizon New Jersey Inc.** 540 Broad Street Newark, NJ 07102	**Verizon Virginia LLC** 22001 Loudoun County Parkway Ashburn, VA 20147
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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 1.877.505.1185 to schedule an appointment.

4. **Is the installation process complicated? What equipment is needed in order for me to upgrade 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 upgrade?** 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.

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NOTICE OF COPPER RETIREMENT

May 16, 2017

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Currently, Verizon brings voice and/or data services to your home over copper cables. However, the company is upgrading 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 December 1, 2017.

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 upgrade 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,

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.** 540 Broad Street Newark, NJ 07102	**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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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 upgrade 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.

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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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verizon

AVISO DE RETIRADA DEL COBRE

16 de mayo de 2017

[redacted]

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 diciembre de 2017 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.** 540 Broad Street Newark, NJ 07102	**Verizon Virginia LLC** 22001 Loudoun County Parkway Ashburn, VA 20147
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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
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 3rd 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. **¿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

May 16, 2017

[redacted]

Currently, Verizon brings voice and/or data services to your business location over copper cables. However, Verizon is upgrading 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 December 1, 2017.

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 upgrade 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,

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.** 540 Broad Street Newark, NJ 07102	**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

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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 upgrade 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 upgrade?** 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.