



Frederick E. Moacdieh  
Executive Director  
Federal Regulatory and Legal Affairs

1300 I Street, NW, Suite 400 West  
Washington, DC 20005  
Phone 202.515.2590  
Fax 202.336.7922  
[frederick.moacdieh@verizon.com](mailto:frederick.moacdieh@verizon.com)

September 16, 2016

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

**Re: CERTIFICATION OF PUBLIC NOTICE(S) OF COPPER RETIREMENT  
NETWORK CHANGE UNDER RULE 51.332(d)  
Copper Retirement ID No. 2016-03-A-RI**

Dear Ms. Dortch:

Verizon is submitting its certification of public notice of copper retirement network change as required by FCC Rule 51.332(d). We are filing the certification prior to the release of the Commission's public notice. In lieu of a docket number, therefore, we have assigned a unique identifier, 2016-03-A-RI, to this copper retirement request. This identifier has been included in the copper retirement notification, as well as in the written notice to interconnecting carriers, retail customers, the state utility commission, state governor, and the Department of Defense.

Please contact me should you need any further information.

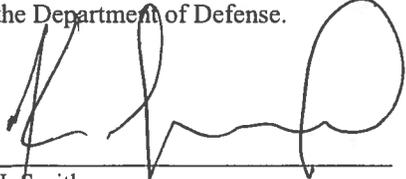
Sincerely,

A handwritten signature in black ink, appearing to be "Frederick E. Moacdieh".

**CERTIFICATION OF PUBLIC NOTICE(s) OF COPPER RETIREMENT  
NETWORK CHANGE UNDER RULE 51.332(d)  
Copper Retirement ID No. 2016-03-A-RI**

I certify under penalty of perjury that, to the best of my knowledge, information, and belief, the foregoing is true and correct. Executed on September 16, 2016.

1. Identification of Proposed Changes: Retirement of copper distribution and loop facility at locations in the Washington Street, RI central office;
2. On September 15, 2016, notice was given in compliance with Code of Federal Regulation (CFR) 47, Subsection §51.332(b)(1);
3. On September 15, 2016, Verizon timely served a copy of its notice filed pursuant to CFR §51.332(b)(1) upon each entity within the affected service area that directly interconnects with Verizon's network;
4. Attachment A provides the name and address of each entity referred to in paragraph 3, above, upon which Verizon served written notice;
5. On September 15, 2016, Verizon timely notified and submitted a copy of its public notice to the Rhode Island Public Utilities Commission, to Governor Gina Raimondo, and to the Department of Defense in compliance with CFR §51.332(b)(4). No Tribal nation will be impacted by this copper retirement;
6. On September 15, 2016, Verizon timely served the customer notice required by CFR §51.332(b)(3) upon all retail customers to whom notice is required;
7. Attachment B contains a 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. The Commission has not yet assigned the docket number and NCD number for Verizon's copper retirement notice. However, Verizon has established a unique copper retirement identification number, 2016-03-A-RI, specific to this copper retirement notice. That identifier has been included in the copper retirement notification, as well as in the written notice provided to interconnecting carriers, retail customers, the state utility commission, the state governor, and the Department of Defense.

  
\_\_\_\_\_  
Kevin N. Smith  
Executive Director – Business Transformation  
Verizon/

# **ATTACHMENT A**

<u>Legal Name</u>	<u>Contact Name</u>	<u>Contact Address Line 1</u>	<u>Contact Address Line 2</u>	<u>Contact City</u>	<u>Contact State</u>	<u>Contact ZIP</u>
365 Wireless, LLC	Donny McKinnies	2870 Peachtree Rd #951		Atlanta	GA	30305
A.R.C. Networks Inc.	Rebecca Sommi	1018 West Ninth Avenue		King of Prussia	PA	19406
A.R.C. Networks Inc.	Charles C. Hunter	800 Westchester Avenue		Rye Brook	NY	10573
AboveNet Communications Inc.	General Counsel	1805 29th St., Ste. 2050		Boulder	CO	80301
Access Point Inc.	Richard Brown	1100 Crescent Green	Suite 109	Cary	NC	27511
ACN Communication Services, Inc.	Legal Department	1000 Progress Place NE		Concord	NC	28025
Airus, Inc.	ATTN: Regulatory	840 S. Canal Street	7th Floor	Chicago	IL	60607
Airus, Inc.		840 S. Canal Street	7th Floor	Chicago	IL	60607
American Messaging Services, LLC	Lynn Goodroe	1720 Lakepointe Dr., Ste. 100		Lewisville	TX	75057
AT&T Corp.	Judith LaGarde	3600 Aynor Dr.		Mitchellville	MD	20721
AT&T Corp.	Eileen M. Oakley	One AT&T Way	Room 2A132	Bedminster	NJ	07921
Bandwidth.com CLEC, LLC	Randy Campbell	900 Main Campus Dr., Ste. 500		Raleigh	NC	27606
BCN Telecom, Inc.	Legal and Regulatory Department	1200 Mt. Kemble Ave., Floor 3		Morristown	NJ	07960
BCN Telecom, Inc.	Julian Jacquez	1200 Mt. Kemble Ave., Floor 3		Morristown	NJ	07960
Birch Communications of the Northeast, Inc.	Chris Bunce	2323 Grand Blvd., Ste. 925		Kansas City	MO	64108
Birch Communications of the Northeast, Inc.	Sharyl Fowler	140 Gateway Dr., Ste. A		Macon	GA	31210
Block Line Systems, LLC	Mike Miller	1645 West Chester Pike		West Chester	PA	19382
Broadview Networks, Inc.	General Counsel	800 Westchester Avenue		Ryebrook	NY	10573
Broadview Networks, Inc.	Rebecca Sommi	1018 West Ninth Avenue		King of Prussia	PA	19406
Broadview NP Acquisition Corp.	General Counsel	800 Westchester Avenue		Ryebrook	NY	10573
Broadview NP Acquisition Corp.	Rebecca Sommi	1018 West Ninth Avenue		King of Prussia	PA	19406
BullsEye Telecom, Inc.	Carrier Administrator	25925 Telegraph Road, Suite 210		Southfield	MI	48033
BullsEye Telecom, Inc.	David S. Bailey	25925 Telegraph Road, Suite 210		Southfield	MI	48033
Business Long Distance Inc.	Sam DeSimone	1170 Peachtree Street	Suite 900	Atlanta	GA	30309
Celco Partnership	Amy Straton	1120 Sanctuary Pkwy, Ste. 150	MC: GASA4ICT	Alpharetta	GA	30009
Celco Partnership	Network Real Estate	180 Washington Valley Road		Bedminster	NJ	07921
Celco Partnership		One Verizon Way		Basking Ridge	NJ	07920
Celco Partnership	Network Real Estate	180 Washington Valley Road		Bedminster	NJ	07921
Celco Partnership	Area General Counsel	100 Southgate Pkwy		Morristown	NJ	07960
Choice One Communications of Rhode Island Inc.	Sam DeSimone	1170 Peachtree Street	Suite 900	Atlanta	GA	30309
Choice One Communications of Rhode Island Inc.	Jeanne Dale	330 Monroe Avenue		Rochester	NY	14607
Cincinnati Bell Any Distance Inc.	Christopher J. Wilson	221 East Fourth Street	Suite 103-1090	Cincinnati	OH	45202
Conversent Communications of Rhode Island LLC	Sam DeSimone	1170 Peachtree Street	Suite 900	Atlanta	GA	30309
Conversent Communications of Rhode Island LLC	Jeanne Dale	330 Monroe Avenue		Rochester	NY	14607
Covista, Inc.	Edward James	115 Gateway Dr.		Macon	GA	31210
Cox Rhode Island Telcom, L.L.C.	Robert J. Howley	9 J.P. Murphy Highway		West Warwick	RI	02893
Cox Rhode Island Telcom, L.L.C.	Suzanne L. Howard	1400 Lake Hearn Drive		Atlanta	GA	30319
Cox TMI Wireless, L.L.C.	Jay Bradbury	1400 Lake Hearn Drive, N.E.		Atlanta	GA	30319
Cox TMI Wireless, L.L.C.	Rob Howley	9 JP Murphy Highway		West Warwick	RI	02893
Crosstel Tandem, Inc.	John D. Feehan	1791 OG Skinner Drive, Suite D		West Point	GA	31833
CTC Communications Corp.	Sam DeSimone	1170 Peachtree Street	Suite 900	Atlanta	GA	30309
CTC Communications Corp.	Jeanne Dale	330 Monroe Avenue		Rochester	NY	14607
dishNET Wireline L.L.C. of Rhode Island	William Hunt	9601 S. Meridan Boulevard		Englewood	CO	80112
DPI-Teleconnect LLC	Chuck Hartley	1330 Capital Parkway		Carrollton	TX	75006
DSCI, LLC	Tim Battles	1 Sundial Ave, Suite 414		Manchester	NH	03103
Emergency Networks, LLC	Scott Sawyer	10300 6th Avenue North		Plymouth	MN	55441
Entelegent Solutions, Inc.	Dave Gibson	3800 Arco Corporate Dr., Suite 310		Charlotte	NC	28273
Equal Access Networks LLC		251 Exchange Place		Herndon	VA	20170
Equal Access Networks LLC	Diane Peters	255 Kenneth Drive		Rochester	NY	14623
Ernest Communications, Inc.	Paul Masters	5275 Triangle Parkway	Suite 150	Norcross	GA	30092
Eureka Telecom, Inc.	Charles C. Hunter	800 Westchester Avenue		Rye Brook	NY	10573
Eureka Telecom, Inc.		9 Capitol Street		Concord	NH	03301
Eureka Telecom, Inc.	Rebecca Sommi	1018 West Ninth Avenue		King of Prussia	PA	19406
GC Pivotal, LLC d/b/a Global Capacity	Katherine Mudge	1835-B Kramer Lane, Ste. 100		Austin	TX	78758
Global Crossing Local Services, Inc.	Kim Long	44633 Guilford Drive		Ashburn	VA	20147
Granite Telecommunications LLC	Lisa Mui	100 Newport Avenue Ext.		Quincy	MA	02171
Granite Telecommunications LLC	Geoffrey Cookman	100 Newport Avenue Ext.		Quincy	MA	02171
Hypercube Telecom, LLC	Lori Brosky	3200 West Pleasant Run Rd, Suite 300		Lancaster	TX	75146
ICG Telecom Group Inc.	Legal - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
ICG Telecom Group Inc.	Director - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
IDT America Corp.	Lance Wilson	550 Broad Street, Fl 5		Newark	NJ	07102
IDT America Corp.	Carl Billek, Esq.	550 Broad Street		Newark	NJ	07102
iNetworks Group, Inc.	David Smat	125 S Wacker Drive	Suite 2510	Chicago	IL	60606
Intrado Communications Inc.		222 Jefferson Blvd., Ste. 200		Warwick	RI	02888
Intrado Communications Inc.	R.E. Ballesteros	1601 Dry Creek Drive		Longmont	CO	80503

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Knology Provider Solutions Group, Inc.	Bruce Schoonover	1241 OG Skinner Drive		West Point	GA	31833
Level 3 Communications LLC	Director - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
Level 3 Communications LLC	Legal - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
Lightship Telecom LLC	Sam DeSimone	1170 Peachtree Street	Suite 900	Atlanta	GA	30309
Lightship Telecom LLC	Jeanne Dale	330 Monroe Avenue		Rochester	NY	14607
Lightyear Network Solutions, LLC	John Greive	1901 Eastpoint Parkway		Louisville	KY	40223
Massachusetts Local Telephone Company, Inc.	Dexter Miller	1953 Dorchester Avenue		Dorchester	MA	02124
Matrix Telecom, Inc.	Alex Valencia	433 E. Las Colinas Blvd., Suite 500		Irving	TX	75039
McGraw Communications, Inc.	Sadia Mendez	521 5th Avenue, Fl 14		New York	NY	10175
MCImetro Access Transmission Services LLC and Brooks Fiber Commu	Chris T. Antoniou	1320 North Court House Road	9th Floor	Arlington	VA	22201
MCImetro Access Transmission Services LLC and Brooks Fiber Commu	Daniel Joseph Higgins II	One Verizon Way	02 Floor Room VC32W413	Basking Ridge	NJ	07920
McLeodUSA Telecommunications Services Inc.	Legal	4001 N Rodney Parham	Mailstop: B1F03-71A	Little Rock	AR	72212
McLeodUSA Telecommunications Services Inc.	Lynn Hughes, Carrier Relations	4001 N Rodney Parham	Mailstop: B1F02-12A	Little Rock	AR	72212
Metrocall Inc.	Mark Burns	3000 Technology Dr.		Plano	TX	75074
MetroPCS Massachusetts, LLC		285 Billerica Rd, 3rd Floor		Chelmsford	MA	01824
MetroPCS Massachusetts, LLC	Mark A. Stachiw	2250 Lakeside Boulevard		Richardson	TX	75082
Metropolitan Telecommunications of Rhode Island, Inc.	Andoni Economou	55 Water St., Fl 32		New York	NY	10041
Metropolitan Telecommunications of Rhode Island, Inc.	David Aronow	55 Water St., Fl 32		New York	NY	10041
Mobilitie Management, LLC	Ethan Rogers	2220 University Drive		Newport Beach	CA	92660
NEON Connect, Inc.	Jason Campbell	80 Central Street	COO	Boxborough	MA	01719
NEON Connect, Inc.	David Mayer	80 Central Street		Boxborough	MA	01719
Neutral Tandem-Rhode Island, LLC	Richard Monto	550 W. Adams, Ste. 900		Chicago	IL	60661
New Cingular Wireless PCS, LLC	Mobility Interconnection Agreement Counsel	208 S. Akard		Dallas	TX	75202
New Cingular Wireless PCS, LLC	Director Financial Analysis	1 AT&T Way, Rm 4A105		Bedminster	NJ	07921
New Horizons Communications Corp.	Glen Nelson	420 Bedford Street, Suite 250		Lexington	MA	02420
North Atlantic Networks, LLC	E. Burke Anderson	16 Mason Avenue	Suite One	North Attleboro	MA	02760
PaeTec Communications Inc.	Lynn Hughes, Carrier Relations	4001 N Rodney Parham	Mailstop: B1F02-12A	Little Rock	AR	72212
PaeTec Communications Inc.	Legal	4001 N Rodney Parham	Mailstop: B1F03-71A	Little Rock	AR	72212
Peerless Network of Rhode Island, LLC	Daniel Meldazis	222 S Riverside Plaza, Suite 2730		Chicago	IL	60606
Quality Telephone	Frank McGovern	P.O. Box 130659		Dallas	TX	75313
QuantumShift Communications, Inc.	Karen Weller	12657 Alcosta Blvd.	Suite 418	San Ramon	CA	94583
Qwest Communications Company, LLC	Charles Lahey	4250 N Fairfax Dr		Arlington	VA	22203
Qwest Communications Company, LLC	Jeff Nodland	1801 California St, 9th Floor		Denver	CO	80202
Spectrotel of New England, LLC	Ross Artale	3535 State Hwy 66, Suite 7		Neptune	NJ	07753
Sprint Communications Company L.P.	Ellen Fuller	6100 Sprint Pkwy	MC: KSOPHK0310-3A452	Overland Park	KS	66251
Sprint Communications Company L.P.	Manager, Access & Transport Engineering	6100 Sprint Pkwy	MC: KSOPHK0310-3A450	Overland Park	KS	66251
Sprint Spectrum L.P.	Ellen Fuller	6100 Sprint Pkwy	MC: KSOPHK0310-3A452	Overland Park	KS	66251
Sprint Spectrum L.P.	Manager, Access & Transport Engineering	6100 Sprint Pkwy	MC: KSOPHK0310-3A450	Overland Park	KS	66251
Teleport Communications America, LLC	Eileen M. Oakley	One AT&T Way	Room 2A132	Bedminster	NJ	07921
Teleport Communications America, LLC	Judith LaGarde	3600 Aynor Dr.		Mitchellville	MD	20721
Telrite Corporation	Michael Geoffroy	4113 Monticello Street		Covington	GA	30014
T-Mobile Northeast LLC	Director - Carrier Management	12920 SE 38th Street		Bellevue	WA	98006
T-Mobile Northeast LLC	General Counsel	12920 SE 38th Street		Bellevue	WA	98006
TNCI Operating Company LLC	Brian McClintock	114 E. Haley St., Ste. I		Santa Barbara	CA	93101
Triarch Marketing, Inc.	Thomas Biddix	6905 N Wickham Rd, Ste 403		Melbourne	FL	32940
Troy City Internet Exchange	Joseph Isaacs	4274 Enfield Court, Ste 1600		Palm Harbor	FL	34685
United Systems Access Inc.	Pamela Hill	5 Bragdon Lane, Ste. 200		Kennebunk	ME	04043
United Systems Access Inc.	Stephen Gilbert	5 Bragdon Lane, Ste. 200		Kennebunk	ME	04043
USA Mobility Wireless, Inc.	Mark Burns	3000 Technology Dr.		Plano	TX	75074
Vista PCS, LLC	Elaine Critides, as Manager of Vista PCS, LLC	1300 I Street, NW Suite 400 West		Washington	DC	20005
Vitcom, LLC	Zalmen Ashkenazi	1274 49th Street, Suite 315		Brooklyn	NY	11219
Voxbeam Telecommunications, Inc.	Ryan Rapolti	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Voxbeam Telecommunications, Inc.	Paul Cusack	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Voxbeam Telecommunications, Inc.	Steve Kay	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Wholesale Carrier Services, Inc.	Legal Department	12350 NW 39th Street		Coral Springs	FL	33065
Wholesale Carrier Services, Inc.	Chris S. Barton	12350 NW 39th Street		Coral Springs	FL	33065
Wide Voice, LLC	Tandy Decosta	410 South Rampart, Suite 390		Las Vegas	NV	89145
WiMacTel, Inc.	Gary J. Joseph	2225 East Bayshore Road, Ste. 200		Palo Alto	CA	94303
XO Communications Services, Inc.	Rex Knowles	8851 Sandy Pkwy		Sandy	UT	84070
XO Communications Services, Inc.	Gegi Leeger, Director	13865 Sunrise Valley Dr.		Herndon	VA	20171
Ymax Communications Corp.	Peter Russo	PO Box 6785		West Palm Beach	FL	33405

## **ATTACHMENT B**



## NOTICE OF COPPER RETIREMENT

September 15, 2016



Verizon is upgrading its network to fiber optic technology in the area associated with the above telephone number. Currently, your business location in that area is served on our older copper facilities. Verizon's plan is to migrate customers to its new fiber network and to retire its copper facilities in this area on or after September 15, 2017.

Over the next few months, Verizon will be contacting your business to schedule an appointment to migrate your services to fiber. If you do not agree to migrate your services to fiber, we will no longer be able to provide you service.

If you currently subscribe to dial tone 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 dial tone voice service that you currently receive from Verizon. You may continue to subscribe to the same dial tone voice service at the same price, terms, and conditions. In addition, any devices that rely on your dial tone 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 dial tone 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](http://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](mailto:janet.a.gazlaymartin@verizon.com)  
Verizon  
230 W 36<sup>th</sup> St. Rm 802  
NY, NY 10018

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> 540 Broad Street Newark, NJ 07102	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 125 High Street Oliver Tower 7th Floor Boston, MA 02110	<b>Verizon Pennsylvania LLC</b> 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**

<b>Delaware Public Service Commission</b> Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302)736-7500	<b>New York State Department of Public Service</b> 3 Empire State Plaza Albany, New York 12223-1350 (518) 474-6530
<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg , PA 17105-3265 (717) 772-7777
<b>Massachusetts Department of Telecom &amp; Cable</b> 1000 Washington Street Suite 820 Boston, MA 02118-6500 (617) 305-3580	<b>Rhode Island Public Utilities Commission</b> 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
<b>New Jersey Board of Public Utilities</b> 44 S. Clinton Avenue Trenton, NJ 08625 (800) 624-0241	<b>Virginia State Corporation Commission Public Utilities</b> P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

If you have questions about this notice, please reference the applicable Copper Retirement ID Number(s) for your state(s) in your inquiry:

<b>Service Address State</b>	<b>Copper Retirement ID Number</b>
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

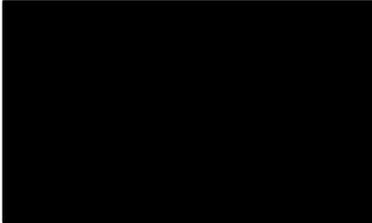
## Frequently Asked Questions

- 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 dial tone 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. Over the next couple of months, 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 dial tone 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 dial tone voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on corded telephones. Depending on the type of Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation, the technician will provide you with details on the specific backup power options available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



## NOTICE OF COPPER RETIREMENT

September 15, 2016



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.

Our plan is to retire copper facilities in your area on or after September 15, 2017. To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities.

Over the next few months, Verizon will be contacting you to schedule an appointment to have a Verizon technician come to your home and set up your services on fiber. You may also call us at 1.877.439.7442 to schedule an appointment.

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 20 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](http://verizon.com/fiberupgrade). If you still have questions, please call us Monday through Friday, 8 a.m. - 8 p.m., or Saturday 9 a.m. - 5 p.m. at 1.877.439.7442.

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

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

Sincerely,

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

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. Rm 802  
NY, NY 10018

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> 540 Broad Street Newark, NJ 07102	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 125 High Street Oliver Tower 7th Floor Boston, MA 02110	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

**Federal Communications Commission**

445 12th Street SW  
 Washington, DC 20554  
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**State Public Utility Commissions**

<b>Delaware Public Service Commission</b> Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302)736-7500	<b>New York State Department of Public Service</b> 3 Empire State Plaza Albany, New York 12223-1350 (518) 474-6530
<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg , PA 17105-3265 (717) 772-7777
<b>Massachusetts Department of Telecom &amp; Cable</b> 1000 Washington Street Suite 820 Boston, MA 02118-6500 (617) 305-3580	<b>Rhode Island Public Utilities Commission</b> 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
<b>New Jersey Board of Public Utilities</b> 44 S. Clinton Avenue Trenton, NJ 08625 (800) 624-0241	<b>Virginia State Corporation Commission Public Utilities</b> P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

If you have questions about this notice, please reference the applicable Copper Retirement ID Number(s) for your state(s) in your inquiry:

<b>Service Address State</b>	<b>Copper Retirement ID Number</b>
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

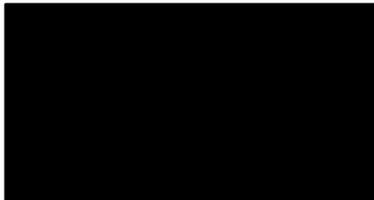
## Frequently Asked Questions

- 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?** Over the next couple of months, Verizon will contact you to schedule an appointment that is convenient for you. You may also call us at 1.877.439.7442 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 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 20 hours using standard D-cell batteries. In the event of a prolonged power outage, you can simply replace the D-cell batteries for additional backup power. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



## AVISO DE RETIRADA DEL COBRE

15 de septiembre de 2016



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.

Nuestro plan es que las instalaciones de cobre ya estén retiradas con fecha de 15 de septiembre de 2017 o después. Para poder continuar prestandole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra óptica.

Durante los próximos meses, Verizon se comunicará con usted con el fin de hacer una cita para que un técnico de Verizon le visite y le instale los servicios de fibra. Si lo prefiere, puede llamarnos al teléfono 1.877.439.7442 para hacer la cita.

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 20 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](http://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.

Permitame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin  
Directora, Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. Rm 802  
NY, NY 10018

**En nombre de:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> 540 Broad Street Newark, NJ 07102	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 125 High Street Oliver Tower 7th Floor Boston, MA 02110	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

**Federal Communications Commission**

445 12th Street SW  
Washington, DC 20554  
Teléfono: (888) 225-5322  
<https://consumercomplaints.fcc.gov/hc/en-us>

**Comisiones de servicios públicos estatales**

<b>Delaware Public Service Commission</b> Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302)736-7500	<b>New York State Department of Public Service</b> 3 Empire State Plaza Albany, New York 12223-1350 (518) 474-6530
<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
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Si tiene alguna pregunta acerca de este aviso, haga referencia al número(s) de ID de retirada del cobre para su(s) estado(s) cuando haga su consulta:

<b>Service Address State</b>	<b>Copper Retirement ID Number</b>
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

## 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?** Durante los dos próximos meses, 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 para hacer la cita.
- 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 20 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

September 15, 2016



Verizon is upgrading its network to fiber optic technology in the area associated with the above telephone number. Currently, your business location in that area is served on our older copper facilities. Verizon's plan is to migrate customers to its new fiber network and to retire its copper facilities in this area on or after September 15, 2017.

Over the next few months, Verizon will be contacting you to schedule an appointment to have a Verizon technician come to your location and set up your services on fiber. You may also call us at 1.877.505.1185 to schedule an appointment.

We will transfer your dial tone voice service from copper to fiber at no cost to you. This transfer will not result in any change to the dial tone voice service that you currently receive from Verizon. You may continue to subscribe to the same dial tone voice service at the same price, terms, and conditions. In addition, any devices that rely on your dial tone 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. We will also provide you with a battery backup device at no charge, capable of providing a minimum of 8 hours of standby time in a power outage. 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.

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](http://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 36<sup>th</sup> St. Rm 802  
NY, NY 10018

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> 540 Broad Street Newark, NJ 07102	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
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<b>Verizon New England Inc.</b> 125 High Street Oliver Tower 7th Floor Boston, MA 02110	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

**Federal Communications Commission**

445 12th Street SW  
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Phone: (888) 225-5322  
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**State Public Utility Commissions**

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<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg , PA 17105-3265 (717) 772-7777
<b>Massachusetts Department of Telecom &amp; Cable</b> 1000 Washington Street Suite 820 Boston, MA 02118-6500 (617) 305-3580	<b>Rhode Island Public Utilities Commission</b> 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
<b>New Jersey Board of Public Utilities</b> 44 S. Clinton Avenue Trenton, NJ 08625 (800) 624-0241	<b>Virginia State Corporation Commission Public Utilities</b> P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

If you have questions about this notice, please reference the applicable Copper Retirement ID Number(s) for your state(s) in your inquiry:

<b>Service Address State</b>	<b>Copper Retirement ID Number</b>
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

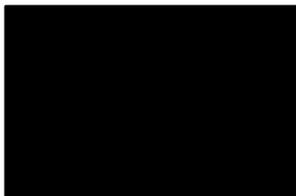
## Frequently Asked Questions

- 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 dial tone 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?** Over the next couple of months, 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 dial tone 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 dial tone 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 a backup battery device at no charge that will power your dial tone 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

September 15, 2016



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.

Our plan is to retire copper facilities in your area on or after September 15, 2017. To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities.

In order to upgrade the network that serves your home, Verizon must first get permission from your property manager to access your building. If your manager grants us access, we'll upgrade the network 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 building 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 building is upgraded 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 20 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](http://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 36<sup>th</sup> St. Rm 802  
NY, NY 10018

\*This date supersedes all other dates that may have been communicated to you earlier this year. This letter serves as a replacement and update to any previous correspondence on this initiative.

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> 540 Broad Street Newark, NJ 07102	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
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## Frequently Asked Questions

- 1. Why fiber optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. What if my property manager does not give permission to Verizon to upgrade the network to my building?** If your property manager will not allow Verizon to upgrade its network 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 upgrade the facilities to your building 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 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.
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## AVISO DE RETIRADA DEL COBRE

15 de septiembre de 2016



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.

Nuestro plan es que las instalaciones de cobre ya estén retiradas con fecha de 15 de septiembre de 2017 o después. Para continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra óptica.

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 20 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](http://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 36<sup>th</sup> St. Rm 802  
NY, NY 10018

\*Esta fecha tiene precedencia sobre todas las demás fechas que le hayamos comunicado durante este año. La presente carta reemplaza y actualiza toda correspondencia anterior sobre esta iniciativa.

**En nombre de:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> 540 Broad Street Newark, NJ 07102	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 125 High Street Oliver Tower 7th Floor Boston, MA 02110	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

**Federal Communications Commission**

445 12th Street SW  
Washington, DC 20554  
Teléfono: (888) 225-5322  
<https://consumercomplaints.fcc.gov/hc/en-us>

**Comisiones de servicios públicos estatales**

<b>Delaware Public Service Commission</b> Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302)736-7500	<b>New York State Department of Public Service</b> 3 Empire State Plaza Albany, New York 12223-1350 (518) 474-6530
<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg , PA 17105-3265 (717) 772-7777
<b>Massachusetts Department of Telecom &amp; Cable</b> 1000 Washington Street Suite 820 Boston, MA 02118-6500 (617) 305-3580	<b>Rhode Island Public Utilities Commission</b> 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
<b>New Jersey Board of Public Utilities</b> 44 S. Clinton Avenue Trenton, NJ 08625 (800) 624-0241	<b>Virginia State Corporation Commission Public Utilities</b> P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

Si tiene alguna pregunta acerca de este aviso, haga referencia al número(s) de ID de retirada del cobre para su(s) estado(s) cuando haga su consulta:

<b>Service Address State</b>	<b>Copper Retirement ID Number</b>
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

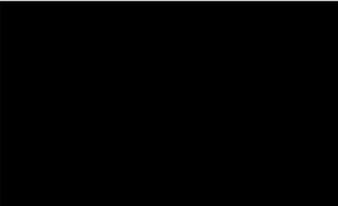
## Preguntas más frecuentes

- 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 6). 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 20 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.



## NOTICE OF COPPER RETIREMENT

September 15, 2016



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.

Our plan is to retire copper facilities in your area on or after September 15, 2017. To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities.

In order to upgrade the network that serves your business, Verizon must first get permission from your property manager to access your building. If your manager grants us access, we'll upgrade the network 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 building 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 building is upgraded with our fiber facilities, we will transfer your dial tone voice service from copper to fiber at no cost to you. This transfer will not result in any change to the dial tone voice service that you currently receive from Verizon. You may continue to subscribe to the same dial tone voice service at the same price, terms, and conditions. In addition, any devices that rely on your dial tone 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. We will also provide you with a battery backup device at no charge, capable of providing a minimum of 8 hours of standby time in a power outage. 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.

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](http://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,

A handwritten signature in cursive script that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. Rm 802  
NY, NY 10018

\*This date supersedes all other dates that may have been communicated to you earlier this year. This letter serves as a replacement and update to any previous correspondence on this initiative.

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> 540 Broad Street Newark, NJ 07102	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
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<b>Service Address State</b>	<b>Copper Retirement ID Number</b>
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NY	2016-03-A-NY
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RI	2016-03-A-RI
VA	2016-03-A-VA

## 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. What if my property manager does not give permission to Verizon to upgrade the network to my building?** If your property manager will not allow Verizon to upgrade its network 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 upgrade the facilities to your building 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 upgrade?** Your existing dial tone 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 a backup battery device at no charge that will power your dial tone 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.



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**If your property manager denies us access, however, all Verizon services to you and others in your building 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 building is upgraded 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 dial tone voice service that you currently receive from Verizon. You may continue to subscribe to the same dial tone voice service at the same price, terms, and conditions. In addition, any devices that rely on your dial tone 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 dial tone 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.

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

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

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

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin". The signature is written in a cursive, flowing style.

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. Rm 802  
NY, NY 10018

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- 4. How can I schedule an appointment?** After your property manager has provided us permission to upgrade the facilities to your building 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 1.844.881.4693 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 equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
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