

Jones, Marjorie

From: Jones, Marjorie
Sent: Friday, September 27, 2019 10:31 AM
To: Ertel, Nelson E
Subject: FW: [EXTERNAL] Re: [E] 19V 7941
Attachments: e-mail to potential TPS Xchange.pdf; Customer Notice of Discontinuance NJ Marjorie Jones.pdf; VRZ tech dispatched.docx

I forgot attachment oops1 I will not be bothering you again.

From: Jones, Marjorie
Sent: Friday, September 27, 2019 10:28 AM
To: Ertel, Nelson E
Subject: FW: [EXTERNAL] Re: [E] 19V 7941

Nelson,

I am just adding this as further proof for your network engineers that copper exists. Trouble ticket showing "dispatched VRZ technician". Go figure.

From: Jones, Marjorie
Sent: Thursday, September 26, 2019 3:06 PM
To: Ertel, Nelson E
Subject: RE: [EXTERNAL] Re: [E] 19V 7941

Thanks for all your help Nelson. Here is the exchange I have been having with TPS, also known as Xchange.

Let me know if you see any loop holes.

From: Ertel, Nelson E [<mailto:nelson.ertel@verizon.com>]
Sent: Thursday, September 26, 2019 1:27 PM
To: Jones, Marjorie
Subject: Re: [EXTERNAL] Re: [E] 19V 7941

That's a great question. Let me find out how it works when you're using a 3rd party on Verizon lines. I've sent an email over to our Network Engineering department, and they'll advise of the retirement dates, how communication works, and if a reconnection is possible. I'll let you know as soon as they respond. It's usually pretty quick.

On Thu, Sep 26, 2019 at 1:18 PM Jones, Marjorie <Marjorie.Jones@bpu.nj.gov> wrote:

I had Talkamerica abnd VERizon resold lines to them. My TN is 609.475.0338. I still have copper and thgink I should be able to keep copper as long as availablw

From: Ertel, Nelson E [<mailto:nelson.ertel@verizon.com>]
Sent: Thursday, September 26, 2019 1:17 PM

To: Jones, Marjorie
Subject: Re: [EXTERNAL] Re: [E] 19V 7941

I can find the copper retirement dates for you. What was your Verizon landline number?

On Thu, Sep 26, 2019 at 1:11 PM Jones, Marjorie <Marjorie.Jones@bpu.nj.gov> wrote:

When were the copper wire announced to be retired? I never got a letter. I still have NID with copper wiring

From: Ertel, Nelson E [mailto:nelson.ertel@verizon.com]
Sent: Thursday, September 26, 2019 1:03 PM
To: Jones, Marjorie
Subject: [EXTERNAL] Re: [E] 19V 7941

Good Morning,

I left you a message on 609-475-0338

I apologize, i'm not sure what was said to Xchange Telecom. The only 2 options at the residence: 1) FDV (Fios Digital Voice) which is traditionally only for those who are getting Internet and/or TV services, 2) FTTP (Fiber to the Premises) which is a hard line fiber connection, as opposed to over the internet like a VOIP service

On Thu, Sep 26, 2019 at 12:12 PM Jones, Marjorie <Marjorie.Jones@bpu.nj.gov> wrote:

Nelson, good morning;

I reopened case because I believe you said I had copper wires at my house, but other Verizon rep telling Xchange (where I want to migrate to) that I am VOIP customer. I would like to keep copper as it still exists, can I keep line through Verizon? If other company offers copper, why are they being told by Verizon I have Voice Over Internet Protocol? I have no internet or router.

Please clarify this for me.

Marjorie Jones

New Jersey State Board of Public Utilities

Bureau of Customer Assistance

44 South Clinton Avenue

Trenton, NJ 08625

(609) 341-9163

Marjorie.Jones@bpu.nj.gov

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Thank you,

Nelson Ertel

Verizon Executive Relations

65 Franklin Street

Buffalo, NY 14202

Office: 716-840-5666

verizon✓

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Thank you,

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Thank you,

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