

Tambor

Marjorie Jones

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Phone line conversion

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AD

 **Marjorie Jones** <jones.marjorie18@yahoo.com>

Sep 26 at 3:03 PM

To: Marjorie Jones <marjorie.jones@bpu.nj.gov>

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----- Forwarded Message -----

From: Toby Tambor <ttambor@skywirenetworks.com>

To: Marjorie Jones <jones.marjorie18@yahoo.com>

Sent: Thursday, September 26, 2019, 2:52:52 PM EDT

Subject: RE: Phone line conversion

Majorie,

Somebody in management left you a voicemail that we cannot migrate your line from your existing carrier.

We can only take your line from Verizon direct.

Thank You

Toby

From: Marjorie Jones <jones.marjorie18@yahoo.com>

Sent: Thursday, September 26, 2019 2:46 PM

To: Toby Tambor <ttambor@skywirenetworks.com>

Subject: Re: Phone line conversion

Good afternoon, Toby;

I have a call out to tech that has repaired copper wires in past 6 months, but here is the letter I received stating that TalkAmerica has a vendor that will not renew contract. Also corresponsce sent to Verizon about copper wires. Net work engineers see copper but have limited info due to CLEC being with TalkAmerica through Windstream (formerly Cavalier). Please try migration without going through Verizon.

Thank you,

marjorieue

On Thursday, September 26, 2019, 10:54:49 AM EDT, Toby Tambor <ttambor@skywirenetworks.com> wrote:

With xchange its Verizon as well. It will go on fiber regardless. It's the same package but different wiring.

We cannot force Verizon to keep you on copper.

From: Marjorie Jones <jones.marjorie18@yahoo.com>

Sent: Thursday, September 26, 2019 10:53 AM

To: Toby Tambor <ttambor@skywirenetworks.com>

Subject: Re: Phone line conversion

VERIZON is refusing to offer anything but FIOS, but said that I still have copper wires. They want all to have FIOS. Please try to migrate and I will be responsible . I want to keep number, but understand losing number is a possibility. Please try. I sent something to VERIZON through NJ BPU to get response that copper still available there. Please try. I had to beg, but VERIZON will not cooperate through third parties. I will send response I get from Verizon and attach as e-mail.

On Thursday, September 26, 2019, 10:30:17 AM EDT, Toby Tambor <ttambor@skywirenetworks.com> wrote:

Its not going to hurt. But the process is easier to go with Verizon direct.

After that you can migrate to Xchange.

From: Marjorie Jones <jones.marjorie18@yahoo.com>
Sent: Thursday, September 26, 2019 10:20 AM
To: Toby Tambor <ttambor@skywirenetworks.com>
Subject: Re: Phone line conversion

Toby,

I know I am not sharing equipment. VERIZON HAS BEEN TO POLE TO fix IN LAST 2 MONTHS. I spoke to VERIZON and executive office verified I have copper lines. What would it hurt if Xchange migrated my number? What do you need to prove I have copper?

On Thursday, September 26, 2019, 10:03:16 AM EDT, Toby Tambor <ttambor@skywirenetworks.com> wrote:

We recommend that you migrate to Verizon first.
You may be sharing the same equipment as your neighbor.

From: Marjorie Jones <jones.marjorie18@yahoo.com>
Sent: Thursday, September 26, 2019 9:49 AM
To: Toby Tambor <ttambor@skywirenetworks.com>
Subject: Re: Phone line conversion

Thanks for your speedy reply. Is this going to be looked into further? Copper lines are there, Network Interfacing Device is there and it should be a simple migration. Do you need Talk America to verify it is copper? I do not have a router, computer or any internet connection in my home. How could I have Voice Over Internet Protocol?

Can the migration be made and see what happens?

Thanks again,
Marjorie

On Thursday, September 26, 2019, 9:42:00 AM EDT, Toby Tambor <ttambor@skywirenetworks.com> wrote:

Your order is on hold for now

Sent from my iPhone

On Sep 26, 2019, at 9:29 AM, Marjorie Jones <jones.marjorie18@yahoo.com> wrote:

Good morning, ?Toby,

I saw your response and wanted to halt all work on conversion ASAP. That is why my reply was so curt. I have copper with NID. I had copper with TalkAmerica and other third parties since 2003 at this location. The tenant downstairs has Voice Over Internet Protocol. I do NOT. What makes Xchange think it is VOIP. I have worked at VERIZON and NJ BPU and know the difference.

Please have someone contact me in the area that is insisting I have VOIP. Verizon has not retired my copper....yet.

Thanks,
Marjorie

On Wednesday, September 25, 2019, 6:18:15 PM EDT, Toby Tambor <ttambor@skywirenetworks.com> wrote:

Marjorie,

I was advised by my provisioning department to move your line directly to verizon first since its a VOIP line.
Please let me know.

Thank You
Toby

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