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November 24, 2009

Ex Parte

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

Re: National Broadband Plan, GN Docket No. 09-51

Dear Ms. Dortch:

On November 23, 2009, at the request of FCC officials, Will Johnson, David Frendo, Tami Graves and I participated on a conference call with Nicholas Maynard and Dave Vorhaus of the FCC regarding the use of broadband by small businesses. We explained that small businesses are extremely diverse in terms of their broadband needs and levels of digital literacy. Given these variables, there is no one-size-fits-all broadband solution to the range of business demands that small businesses face. Rather, Verizon works closely with small business customers to tailor its services to meet their specific broadband needs. Additionally, to help small businesses select the suite of services that is most suited to their needs, Verizon operates a Web site for small businesses which provides information about Verizon's broadband services and how specific applications may enhance productivity. The Web site is one of the many steps Verizon is taking to act as a virtual Chief Information Officer (CIO) for small businesses.

Sincerely,

A handwritten signature in black ink, appearing to read "Leora Hochstein".