



Ann D. Berkowitz  
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June 24, 2010

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
455 12th Street, S.W.  
Washington, DC 20554

**RE: Section 63.71 and 63.19 Application of Verizon to Discontinue SmartTouch (WC Docket No. 10-116).**

Dear Ms. Dortch:

Attached please find Verizon's response to a customer letter that was submitted to the FCC on June 21, 2010 concerning Verizon's pending application to discontinue SmartTouch. This customer letter does not provide any basis for concluding that the public convenience and necessity would be adversely impacted by the proposed discontinuance or that customers would be unable to receive service or a reasonable substitute from another carrier. Accordingly, the Commission should automatically grant Verizon's application to discontinue SmartTouch.

Sincerely,

A handwritten signature in black ink that reads "Ann D. Berkowitz".

Attachments

June 22, 2010



P.O. Box 152013  
HQE04D35  
Irving, TX 75015  
888-483-7770

Dear

This letter is in response to your June 21, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern with regard to the notice of service change effective July 1, 2010 regarding Verizon Long Distance (VZLD) Smart Touch service.

Unfortunately, VZLD will no longer be providing Smart Touch long distance services to our customers effective July 1, 2010. However, VZLD does offer a number of different plans, both domestic and international, that may meet your specific calling needs; as well as pre-paid calling cards. Please contact me at the number or address provided above should you wish to discuss the options available to you as a VZLD customer.

We apologize for any inconvenience this change may have caused you.

Sincerely,

Demetrius Polinick  
National Executive Customer Service

Federal Communications Commission  
Wireline Competition Bureau  
Competition Policy Division  
445 12<sup>th</sup> Street SW  
Washington, DC 20554  
Fax: (202) 418 - 1413  
**RE: WC Docket No. 10-114 and Comp. Pol. File No. 933**  
**Attention: Carmell Weathers**

SEE ATTACHED  
NOTICE TO USERS

Dear Policy Division Staff,

This letter is to object to the Paragraph/Article 63.71 Application of Verizon Long Distance LLC requesting your approval to discontinue "Smart Touch" international long distance service. This is a prepaid long distance service that is automatically prepaid directly from a credit card whenever the users plan balance drops below a predetermined amount. There is no monthly service fee for this international phone service as it is prepaid and Verizon is instantly compensated for services rendered.

There is no monthly statement provided to "Smart Touch" users since they can view their account activity on line. The "Smart Touch" user's credit card statement shows when funds have been automatically transferred to his "Smart Touch" plan account to prepay for calls.

The "Smart Touch" cost per minute of call time is the same as for Verizon plans that have a monthly service fee but aren't prepaid. With these monthly fee plans Verizon has to wait over a month to get paid for the international long distance service provided (Verizon is paid instantly with "Smart Touch" and doesn't have to deal with billing and monthly statements).

I don't make frequent long distance calls, and don't think its fair for me to have to pay Verizon a monthly fee for months when I'm not using their long distance service (with "Smart Touch" Verizon has my unused prepaid funds during this period). I can find no other long distance service for my home phone that has costs and features similar to Verizon's "Smart Touch" international long distance service. Therefore, I respectfully request that you not approve Verizon's request to discontinue their "Smart Touch" international long distance service.

Very Truly Yours

Verizon  
700 Hidden Ridge  
MC:HQW01N65  
Irving, TX 75038



April 26, 2010

Dear Customer,

Our records indicate that billing phone number [redacted] has an active SmartTouch account with Verizon Long Distance LLC\*. Since you are a valued customer, we want to notify you right away about some important changes to your service.

On or after July 1, 2010 Verizon Long Distance LLC will discontinue your prepaid long distance calling plan, SmartTouch, and calls will no longer be completed using this service.

**Action Required: You must choose a different Verizon plan or new service provider before July 1, 2010 to prevent interruption of your calling service. Call us today at 1-800 VERIZON or visit us at [www.verizon.com](http://www.verizon.com) to take advantage of the variety of services for your calling needs.**

Any balances that remain on your SmartTouch account will be refunded within 90 days after your account is disconnected. If you have any questions about your SmartTouch account, call our 24-hour Customer Service number at 1-888-599-0107. After July 1, 2010 customer service hours of operation for SmartTouch will change to Monday to Friday, 8 am - 4 pm EST.

We value your business and look forward to serving you now and in the future.

Sincerely,

Edward Googe, President  
Verizon Long Distance LLC

Verizon Long Distance - One Verizon Way, Mailcode VC22E243, Basking Ridge, NJ 07920

\*As of December 1, 2008, our company name changed to Verizon Long Distance LLC (formerly known as Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance).

FCC Required Notice: The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. Address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 61.71 Application of Verizon Long Distance LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

