



September 7, 2010

1300 I Street, NW, Suite 400 West
Washington, DC 20005

Phone 202 515-2540
Fax 202 336-7922
tamara.preiss@verizon.com

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

Re: Notification Under Section 64.2009(f), WC Docket No. 96-115

Dear Ms. Dortch:

Verizon¹ notifies customers of their CPNI rights and gives them an opportunity to restrict the use of their CPNI (“opt-out”) before Verizon uses their CPNI to market services outside of their existing service relationship. In such notices, Verizon directs customers to call a specific toll-free number to opt-out.

On August 30, 2010, Verizon discovered that the toll-free number provided to FiOS Digital Voice² customers was a general customer service number, rather than the number dedicated to processing customer opt-outs. Although the FiOS Digital Voice welcome letter provided the general customer service number, the Verizon biennial notice sent to these customers in March 2010 provided the dedicated opt-out toll free number. Verizon is sending another biennial notice to customers with the dedicated number in September 2010 and will send another notice to explain that the dedicated opt-out toll free number is a more direct way to opt-out than the general customer service number set forth in the welcome letter. Verizon has reviewed its internal records and found no record of a customer complaint regarding the inability to opt-out.

Customers calling the general customer service number to opt-out would reach a Verizon customer service representative if the call center were open. The call center hours of operation vary. Some call centers are open every day, 24 hours a day. Other call centers are open weekdays during normal business and early evening hours (8am – 9pm; 8am – 7pm; 8am – 6pm) and some weekend hours. Customers wishing to opt-out could receive the dedicated opt-out toll free number from the customer service representatives. Any customer who called the general customer service number to opt-out outside

¹ For purposes of this letter, the Verizon telephone companies are the local exchange carriers affiliated with Verizon Communications Inc.

² FiOS Digital Voice is a VoIP service. Verizon has been marketing this service only since April 2010 although the service was available, and some customers purchased it, prior to the marketing launch. The majority of FiOS Digital Voice customers were previously receiving traditional voice service from Verizon over copper or fiber to the premises technologies. These customers would have received welcome packages with the dedicated toll free number for opting out when they initiated their voice service with Verizon, and a biennial notice with the dedicated toll free number thereafter.

of the hours of operation would have received an automated message that the office was closed and to call back during the specific hours the office was open.

Verizon's current practice for residential customers is to provide opt-out information to all of its voice customers at the time those customers sign-up for or change service, regardless of whether or when Verizon plans to use the customers' CPNI for marketing outside of the existing service relationship. In this case, based on a review of internal marketing activities, Verizon has *not* used the CPNI of any of its FiOS Digital Voice customers to market services outside of the existing service relationship.

By September 10, Verizon will make changes in its systems and processes to begin providing FiOS Digital Voice customers with the dedicated opt-out telephone number in the welcome package. In addition, Verizon will inform all of its FiOS Digital Voice customers who ordered services prior to September 9 of the dedicated opt-out number. Verizon will place a message on these customers' bills that contains Verizon's standard biennial CPNI notice and includes the dedicated opt-out telephone number. Verizon has already begun transmitting these notices to customers and will complete this task by September 25. Moreover, Verizon will place a separate message on these customers' bills to explain that the dedicated opt-out toll free number is a more direct way to opt-out than the general customer service number set forth in the welcome letter. Finally, Verizon will restrict the use of FiOS Digital Voice customers' CPNI for marketing service offerings that are within a category of service to which the customers do not already subscribe until 30 days following the receipt of all bill messages.

Verizon will make all required notifications to the relevant state commissions. No state commissions have taken any action regarding this issue. For your convenience, attached is a copy of the opt-out notice that was sent to Verizon customers.

While it is not clear that Section 64.2009(f) applies to the facts described above, Verizon is providing this notification out of an abundance of caution.

Should you have any questions regarding the foregoing, please contact me at 202-515-2540.

Sincerely,



Attachment

cc: William Dever, Chief, Competition Policy Division - Wireline Competition Bureau
Colleen Heitkamp, Chief, Consumer Policy Division - Consumer & Governmental Affairs Bureau



Verizon Customer Proprietary Network Information – Special Notice

Under Federal Law, you have the right, and we have the duty, to protect the confidentiality of your telecommunications service information. This includes information regarding the type, technical arrangement, quantity, destination, and amount of use of your telecommunications services, and the related billing for these services.

We may use this information for marketing purposes, without further authorization by you, to offer you the full range of communications-related products and services available from Verizon and its affiliates, and to offer you a package of services tailored to your specific needs. These services may be different from the type of services you currently buy from us. Without further authorization by you, Verizon may also share this information with its affiliates and agents to offer you the full range of products and services mentioned above. In addition to local telephone services, these services include long distance, wireless, internet access and video services. A more complete description of the Verizon companies and their service offerings is available at www.verizon.com or you may call your Verizon service representative at 1-888-553-1555.

If you wish to restrict how Verizon and its affiliates use your information to offer you additional or different services than the type of services you currently receive from us, please call us at any time at 1-888-553-1555. Please have your bill and account number available. If you do not call within 30 days of receipt of this notice, we will assume your consent. You may call this number at any time after the initial 30-day period to register or remove your restriction. Your decision will remain in effect until you tell us otherwise. Whatever you decide will not affect our provision of service to you and does not eliminate all other marketing contacts by Verizon. If you have any questions, please call your service representative or account manager.