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August 17, 2011

VIA ECFS

Marlene H. Dortch
Secretary
Federal Communications Commission
445 Twelfth Street, SW
Washington, DC 20554

Attn: Wireline Competition Bureau
Competition Policy Division

Re: Section 63.71 Application of Verizon Wireless for Authority to Discontinue the
Provision of Verizon Hub Service – Resolution of Customer Objections
WC Docket No. 11-126, Comp. Pol. File No. 997

Dear Ms. Dortch:

On behalf of Verizon Wireless, and at the request of Bureau staff, this letter hereby apprises the Commission of Verizon Wireless's resolution of two customer objections concerning the discontinuance of the Verizon Hub service.

Philip Martinez. Verizon Wireless contacted Mr. Martinez by telephone on July 27, 2011 and apologized for the inconvenience resulting from the discontinuance. We informed Mr. Martinez that discontinuance of the service would not subject him to an early termination fee, and explained the full value of the Home Phone Connect offer described in our notification. We spoke to Mr. Martinez again on August 11, 2011, who expressed satisfaction with the information provided but notified Verizon Wireless of his intention to activate a competing wireline service instead.

Cheryl Long. We have confirmed that Ms. Long's interconnected VoIP service was not prematurely discontinued, and that the problems associated with her voice mail service are unrelated to the planned discontinuance of the Verizon Hub service. (She encountered difficulties in displaying messages on her Verizon Hub equipment, but her voicemail service was not disconnected.) Verizon Wireless contacted Ms. Long by telephone on August 16, 2011 and again apologized to her for the inconvenience. We reassured Ms. Long that the offer for the Home Phone Connect replacement service does not have a contract, and that she can discontinue the service with no early termination fee if she is dissatisfied. Ms. Long stated her intention to replace

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the Verizon Hub service with Home Phone Connect and expressed satisfaction with the information provided by our office.

Verizon Wireless's resolution of these matters underscores the availability of competitive alternatives to the Verizon Hub service and its good faith efforts to minimize the inconvenience to its customers. As discussed in Verizon Wireless's Application, the public convenience and necessity is not adversely affected by the discontinuance of the Verizon Hub service, and the Commission should allow the automatic grant of the application to occur as scheduled on August 26, 2011.

Please contact me if there are additional questions.

Sincerely,

/s/

Robert G. Morse

cc: Rodney McDonald (via email)