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December 12, 2011

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

Re: CC Docket No. 00-257: Potential Transfer of Customers Between Carriers Pursuant to 47 C.F.R. § 64.1120(e)

Dear Ms. Dortch:

In accordance with the requirements of 47 C.F.R. § 64.1120(e), Verizon New York Inc. ("Verizon") hereby notifies the Commission of a potential transfer of five New York small business customers of the reseller Broadband Centric, Inc. to Verizon. Verizon intends to terminate the provision of wholesale service to Broadband Centric, after due notice and in accordance with Verizon's tariffs, for failure to pay undisputed past-due amounts. Under Verizon's tariffs and the "Mass Migration Guidelines" issued by the New York Public Service Commission,[1] when a reseller of Verizon local exchange service exits the market, Verizon is required to provide retail service to any of the reseller's customers who do not make alternative arrangements. The exiting reseller is required to provide notice to its customers of their right to switch to another carrier (and of the fact that Verizon will provide service to them if they fail to do so). In this case, so far as we have been able to determine, Broadband Centric has provided no notice to the five customers at issue here. Accordingly, Verizon sent those customers the form of notice that is attached to this letter. On January 15, 2012, Verizon will begin providing retail service to any of those customers who have not taken action to transfer to another carrier.

1. **Names of Parties to Transaction:** The names of the carriers involved in this transfer are Broadband Centric, Inc. (transferor) and Verizon New York Inc. (transferee).

2. **Type of Telecommunications Service Provided to Affected Customers:** The customers in question are served with resold local exchange service. Verizon provides the underlying wholesale service to Broadband Centric. Verizon will provide standalone local communications services to those Broadband Centric customers who are transferred to Verizon.

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[1] Copies of the relevant sections of these documents are provided as Attachment 1 and Attachment 2 to this letter.

3. **Date of the Transfer:** The transfer will take place on January 15, 2012 for any customer who does not select a different carrier after receiving a notice from Verizon.

4. **Copy of the Notice Sent to Affected Customers:** A customer notification letter was sent to impacted Broadband Centric customers on December 9, 2011. A copy of the form of notice letter is provided as Attachment 3.

5. **Certification of Compliance:** Verizon hereby certifies compliance with the requirement to provide advance subscriber notice, in accordance with 47 C.F.R. § 64.1120(e)(3). Verizon has also complied with the other statutory and Commission requirements that apply to this streamlined process.

If you have any questions concerning this notification, please contact me at 703-351-3058.

Respectfully submitted,

Mark J. Montano

cc: Mr. Chad G. Hume
New York State Department of Public Service

Encl.

New York State Public Service Commission
Case 00-C-0188

Mass Migration Guidelines

As revised, January 2, 2003

These guidelines were developed through a collaborative process with representatives from the industry, government, consumer advocacy, and other interested parties. The guidelines are to be used when a CLEC is exiting the local exchange services market, or a portion of its market, and has a significant customer base to migrate to other carriers. Such a mass migration will require special cutover procedures to accommodate a large number of service orders over a short period of time. Specifically, carriers will need to suspend normal order processing for the customers involved in a mass migration and follow the processes outlined in these guidelines.

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I. Objective

When a Competitive Local Exchange Carrier (CLEC) discontinues local exchange services, the customers of that CLEC must have the opportunity to migrate to another local exchange carrier without interruption of service.

II. General Principles

The goals of these mass migration guidelines are to:

1. Ensure that customers do not lose service when their local service provider exits the market.
2. Maintain the ability of regulators to monitor events and assist parties if needed.
3. Avoid double migrations whenever possible. Double migrations are generally the product of timing constraints where the customer is migrated to the default or acquiring carrier, and then to the carrier of the customer's choice.
4. Ensure that customers are provided ample notification to allow the customer to select the carrier of their choice.
5. Comply with federal and state laws and regulations.
6. Coordinate information flow and activities through a project management team.
7. Ensure that the exiting CLEC provides sufficient network information for the acquiring CLEC(s) to migrate its customers seamlessly.

III. Regulatory Notification

The New York Public Service Commission (PSC) requires that any company that will no longer be serving customers in a particular market must file an Exit Plan. In addition, the company must file supplements to either cancel or modify its tariffs. The Exit Plan should contain the information noted in the checklist below. Staff will review the Exit Plan and provide feedback to the exiting CLEC. Exit Plans will not be approved by Staff, but Staff will advise a CLEC whether the Exit Plan details are sufficient to put the CLEC in a position where the Commission is likely to approve the carrier's exit from the market and cancellation of its tariff.

The Exit Plan should be filed at the Commission at least 90 days in advance of discontinuing service or, upon a showing that 90 days' notice is not feasible, at the earliest possible date. Whatever the advance notification period is, it must be provided with sufficient time for the carrier to migrate its customers to other carriers. As a result, it is expected that complex migrations will require more advance notification than simple migrations.

The Exit Plan filed with the PSC must include:

1. A sample of the initial letter to be sent to the customers.
2. Plans for follow-up notification arrangements such as a second letter, phone calls, bill inserts, e-mails, etc.
3. A proposed final termination date.
4. A cut-off date when customers must select a carrier.
5. Contact names and telephone numbers for the cutover coordinator, the regulatory contact, and any other pertinent contacts such as CSR and and/or provisioning contacts, if separate.
6. Any arrangements made for an acquiring carrier.
7. Steps to be taken with the number code and/or pooling administrator to transfer NXX or thousand number blocks (if applicable) while preserving number portability for numbers within the code.
8. The current customer serving arrangements and the underlying service provider, e.g. UNE-P (x carrier), resale (y carrier), UNE-L (x carrier) or Full Facilities.
9. Identification of customers where the exiting carrier is the only provider of facilities to a customer or group of customers.
10. The number of customers impacted.
11. A summary of how (what format) the customer service records (CSRs) are being kept, a statement of what data elements are in these CSRs (note that the data elements are defined in the End User Migration Guidelines CLEC-to-CLEC), and a statement about how the CSRs will be made available to other carriers.
12. Any transfer of assets or control that requires Commission approval
13. Plans to modify/cancel tariff(s).
14. Plans for handling customer deposits, credits, and/or termination liabilities or penalties.
15. Plans for unlocking the E-911 database, including the letter detailed in Section VIII.

16. Capability and plans to implement "soft dial tone."

IV. Industry Notification

This step is important, as it will help manage the migration process. Specifically, CLECs should be aware that there are special order processing procedures associated with mass migrations. In order to avoid duplicate orders and confusion, when a CLEC is notified of a mass migration, it should process any associated orders on a cutover coordination basis. To determine how to process orders, the CLEC should check the PSC website under CLEC migrations for contact information or special instructions. If the instructions are not available, the CLEC should check with the exiting or acquiring CLEC project manager.

Notification will involve three approaches:

1. When the PSC is notified, the Department of Public Service will immediately post this information on the CLEC migration location of the PSC web site under "Report of Telephone Companies Exiting the Local Exchange Market" at <www.dps.state.ny.us/report_CLECS_ex.htm>.

2. When the PSC is notified, the Department will immediately send out notification to a CLEC contact list with information regarding any CLECs exiting the market. Please note that this list is a service list that is located on the PSC website and should be self-maintained by each CLEC.

3. If necessary, an industry conference call may be established by Staff in order to address potential problem areas and procedures.

V. Customer Notification

A. Timeline

Companies involved in mass migrations must meet the following timeline in order to ensure enough time to migrate customers.

- Exiting CLEC and acquiring carrier (when applicable) must notify customers 60 days in advance of the final date. This letter must comply with FCC requirements including a listing of rates and terms of the acquiring carrier.
- In accordance with FCC requirements, the acquiring CLEC must provide its potential customers 30 days to make an informed decision before it begins migrating customers. Thus, the first 30-day segment after the initial notification will be the FCC-mandated 30-day decision period. The next 30 days after the 60-day notice will be used by the acquiring carrier to begin migrating customers.

If a carrier is unable to meet one or more of these deadlines, it must demonstrate to the Commission that meeting the deadline(s) is not feasible, and it must provide the appropriate notices as soon as feasible.

B. Contents

Appendix A to these guidelines contains three sample letters that illustrate what information must be included in the letter to be sent by the exiting CLEC that is notifying the customer of discontinuing service. Letter 1 represents the information that the exiting CLEC must send to the customer when there is an acquiring carrier. Letter 2 represents the information that the exiting CLEC must send to the customer when there is not an acquiring carrier. Letter 3 represents the information that the exiting CLEC must send to the customer when the exiting CLEC serves its customers through Verizon resale and there is no acquiring carrier.

The appropriate customer notification letter should include the following elements at a minimum:

- Identify the new primary carrier, if applicable.
- State the customer's right to choose an alternative carrier in all types of mass migrations.
- State the customer's need to take prompt action when there is no acquiring carrier.

- Provide clear instructions to the customer regarding the choice of an alternative provider.
- Provide a toll-free number for the exiting provider and the new provider (if there is an acquiring carrier).
- Clearly state time deadlines for customer action in accordance with the Commission's Mass Migration Guidelines.
- Applicable information about long distance service and whether it may be impacted by the cutover.
- State the customer's responsibility for payment of telephone bills during the migration period.

A second notice must be given to each customer who has not taken action to select a carrier. The timeframe of the second notice will depend upon the circumstances of the migration. The form of the second notice will be left to the discretion of the exiting carrier and could include any, or all, of the following: a follow-up letter, a telephone call to the customer, a bill insert, or any other means of direct contact with the customer.

Mass migrations involving an acquiring provider must identify a cut-off date. The cut-off date is defined as the date after which customers will have to wait until the mass migration is completed before they can obtain local exchange service from a different provider. When the customer is notified 60 days in advance, the cut-off date is 30 days from the scheduled migration. This cut-off date will ensure that the customer has time to make a decision and that the acquiring CLEC has the time to send out notification information concerning the scheduled migration. Customers who have not selected an alternative provider by the cut-off date will then be transferred to the acquiring service provider. When the end user is not notified 60 days in advance, the cut-off date will depend upon the size of the migration and the notification timelines. Regardless, the notification process must allow the customer 30 days to select a local carrier.

VI. Mass Migration Process

Each mass migration must have an overall program manager responsible for the coordinating the overall migration. In addition, each of the parties involved in the migration must have a project manager who works with the overall program manager and is accountable to the overall program manager for the project manager's company's mass migration efforts. The overall program manager is accountable to each of the parties involved in the migration. The individual parties involved in the migration could be:

- The exiting CLEC
- If applicable, the Old Network Service Provider
- If applicable, the acquiring CLEC
- If applicable, the New Network Service Provider
- Department of Public Service Staff

The overall program manager will generally be selected from the acquiring carrier.

Customer Lists

At least 60 days prior to the projected cutover date, the exiting carrier must submit a customer list to the PSC. This customer list is required so Staff can assess the nature of the customers being cut over and to track the progress of the cutover. Specifically, Staff needs to determine the size of the customer base and to identify health and safety related customers. Additionally, Staff will be using the list to contact customers to determine if problems are being encountered. Where the cutover is a simple resale serving arrangement with few customers, Staff may waive this requirement at the exiting carrier's request, if Staff determines that it will not need the customer list for these or any other purposes.

Carriers' submission of customer lists and Staff use of or disclosure of customer list information will be subject to applicable laws and regulations relating to public disclosure of records, confidential trade secret status, and privacy protections, including Public Officers Law §§ 87 and 89 and Commission regulations at 16 NYCRR Part 6.

The customer list should include: customer name, telephone number(s), address, class of service, and type of serving arrangements (UNE-P, resale etc.). To the extent possible, customer lists should also include an identification of "priority" or "essential" customers. For purposes of these Guidelines, "priority/essential" customers will be defined as any: hospital, ambulance, police, fire, national security, civil defense, or any customer who has obtained Telecommunications Service Priority (TSP) authorization from the federal government. Also, to the extent possible, customer lists should also identify any "at risk" customers whose particular serving arrangements may create cutover problems.

Additionally, the exiting CLEC must have available the CSR information identified in the End User Migration Guidelines CLEC to CLEC to enable the acquiring CLEC(s) to migrate its customers seamlessly. Staff may request CSR information for "at risk" customers. Specifically, the information required to migrate a customer is:

1. Type of service (UNE-P, etc.)
2. Class of service
3. Customer billing name and address
4. Customer directory listings including stand-alone listings if applicable
5. Customer service address
6. Billing telephone number & associated telephone numbers
7. If applicable - circuit IDs

Progress Reports
The exiting CLEC must track the progress of the migrations and provide Staff with progress reports. The frequency of the updates will vary with the magnitude of the mass migration cutover as well as customer risk factors.

When processing orders for migrations, it should be emphasized that all parties need to be flexible. In this regard, there will be circumstances where the framework outlined in this project management section will need to be modified to accommodate unique circumstances. This framework is not intended to preclude parties from negotiating special procedures aimed at facilitating customer service. A model of the mass migration process steps between the Network Service Provider and an acquiring CLEC is identified in Appendix B.

VII. NXX Code Transfers

If the exiting CLEC has any NXX codes or thousand number blocks assigned, it must make transfer arrangements with the code administrator at least 66 days prior to the migration. If arrangements are not made, calls may not be completed. For specific information, refer to the Central Office Code (NXX) Assignment Guidelines and Thousands-Block (NXX-X) Pooling Administration Guidelines developed by the Industry Numbering Committee. In addition, neither NXX codes nor thousand number blocks can be disconnected if any number within the relevant range of numbers has not yet been completely ported.

VIII. E-911

A CLEC discontinuing service must unlock all of its telephone numbers in the E-911 database. This will provide the new local service provider access to its end user's E-911 record. Unlocking the E-911 database is required by the National Emergency Numbering Association's (NENA) standards to which all carriers must adhere. In addition, the exiting CLEC must submit a letter to the appropriate E-911 service provider authorizing the E-911 service provider to unlock any remaining E-911 records after the CLEC has exited the market. This letter must be provided at least 30 days prior to the CLEC's exiting the market.

IX. Default Carrier and Termination Actions When Normal Migration Procedures Have Failed

When an exiting CLEC serves its customers through Verizon resale, Verizon is the default carrier that is obligated to continue a customer's local service. Further, in those Verizon resale arrangements where there is no acquiring carrier, the exiting CLEC must indicate in its customer letter (sample letter #3) that Verizon will be the new local exchange carrier unless another carrier is selected by the deadline.

Where there is no acquiring carrier and customers have not selected a new carrier in a reasonable period of time, it may be appropriate for the exiting CLEC to provide "soft dial tone" or an intercept message to warn customers of the impending loss of service.

X. Criteria for Commission Approval of a Carrier's Termination of Service

A carrier's request to exit the local exchange market is approved by the Commission when it determines that a carrier's tariff cancellation supplement should be allowed to go into effect. Such supplements must be filed on at least 30 days' notice for termination of basic service.

Obviously, a carrier that has not filed an effective Exit Plan or has not executed its Plan properly is unlikely to receive Commission approval to leave the market. However, even in the best case scenario where an Exit Plan has been properly followed, there may be customers who will not be fully migrated, or migrated at all, at the time the exiting carrier would like to terminate service in New York. In deciding whether to approve a carrier's request to exit the local service market, the Commission will be guided by its view of what is in the public interest. Specifically, the Commission will consider the following factors when deciding upon a carrier's request for termination of local service:

1. Progress of Customer Migrations – The Commission will consider the number of local service customers that have not yet switched to an alternate local service carrier or have not made firm arrangements to switch to another local carrier. The greater the number of customers who are in jeopardy of losing their local service altogether, the higher the likelihood that the exiting carrier's request for termination on a specified date will be denied.

2. Availability of Alternatives – The Commission will consider the ease with which customers who have not switched to another local carrier will be able to obtain alternate local service based on facilities available in the absence of the exiting carrier.

3. Nature of the Customer Base – The Commission will consider the nature of the customer base that is in jeopardy of losing local service, despite the best efforts of the exiting carrier. In particular, the Commission will not ordinarily approve the exit from the market by any carrier where the result will be loss of local service to the following types of end users: a) national security or civil

defense authorities, b) hospitals, c) police, d) fire departments, e) ambulance and rescue corps, and f) any customer who has obtained Telecommunications Service Priority (TSP) authorization from the federal government.

Letter #1 -- Sample Customer Notification Letter (with primary new carrier)

This letter should be coordinated with the primary new carrier for appropriate timeframes and rates and terms to be included in the letter.

Date (60 days prior to exit)_
Customer Name
Address
City, NY zip

YOUR SERVICE WILL BE TRANSFERRED TO (name of primary new carrier) UNLESS YOU CHOOSE A NEW LOCAL TELEPHONE SERVICE PROVIDER BY (30 days prior to exit Date)

Dear Customer:

We regret to inform you that as of (exit date) XYZ Company will no longer be providing your local telephone service in New York. (explanation of specific company circumstances)

If you do not select a new local telephone service provider on or before (30 days prior to exit date), (name of primary new carrier) will automatically become your local telephone service provider effective (date). If you select an alternative provider after (30 days prior to exit date), your choice can only be put into effect after the change to (name of primary new carrier) and will therefore be delayed. You will not incur any charges for the change to (name of primary new carrier). If you select another provider of your choice, you may incur additional charges. In the transfer of service to (name of primary new carrier), all efforts will be made so your local telephone number will remain the same and your existing local service and calling features will be transferred to (name of primary new carrier). Please be aware that you are responsible for paying all bills rendered to you by XYZ Company during this transition. You may be subject to suspension or termination of your phone service in accordance with Public Service Commission rules if you fail to pay your telephone bill.

If you do not want service from (name of new primary carrier), your action is required! You must select a new local telephone provider as quickly as possible but no later than (30 days prior to exit date). If you no longer want any local service please contact your current local carrier to disconnect service.

After selecting a new local telephone provider, you should also contact your current long distance provider to ensure that your current long distance calling plan is not changed as the result of your change in local service. If you do not contact your long distance provider, you may be charged basic rates (non-calling plan rates) for long distance calls.

If you have any questions regarding the discontinuance of XYZ Company's local telephone service, please call (toll free number). Questions regarding (primary new carrier) should be directed to (toll free number of primary new carrier). XYZ Company regrets any inconvenience this change may cause you.

Sincerely,

Letter # 2 -- Sample Customer Notification Letter (without a primary new carrier)

Date (60 days prior to exit)_
Customer Name
Address
City, NY zip

YOU MUST CHOOSE A NEW LOCAL TELEPHONE SERVICE PROVIDER BY (30 days prior to exit date)

Dear Customer:

We regret to inform you that as of (exit date) XYZ Company will no longer be providing your local telephone service in New York. (explanation of specific company circumstances)

Your action is required! You must select a new local telephone provider as quickly as possible but no later than (30 days prior to exit date) or you may lose your local telephone service.

Please be aware that you are responsible for paying all bills rendered to you by XYZ Company during this transition. You may be subject to suspension or termination of your phone service in accordance with Public Service Commission rules if you fail to pay your telephone bill.

After selecting a new local telephone provider, you should also contact your current long distance provider to ensure that your current long distance calling plan is not changed as a result of your change in your local service. If you do not contact your long distance provider, you may be charged basic rates (non-calling plan rates) for long distance calls.

Generally, you can find a list of most local telephone service providers in your local telephone directory. If you require assistance, please contact XYZ Company (current company) at (toll free number). Finally, if you no longer want local service, please contact us to disconnect your service.

XYZ Company regrets any inconvenience this change may cause you.

Sincerely,

Letter # 3 -- Sample Customer Notification Letter (without a primary new carrier and the underlying service is Verizon Resale)

Date (60 days prior to exit)
Customer Name
Address
City, NY zip

YOU MUST CHOOSE A NEW LOCAL TELEPHONE SERVICE PROVIDER BY (30 days prior to exit date)

Dear Customer:

We regret to inform you that as of (exit date) XYZ Company will no longer be providing your local telephone service in New York. (explanation of specific company circumstances)

Your action is required! You must select a new local telephone provider as quickly as possible but no later than (30 days prior to exit). If you do not select a new telephone provider, Verizon will become your new local service provider.

Please be aware that you are responsible for paying all bills rendered to you by XYZ Company during this transition. You may be subject to suspension or termination of your phone service in accordance with Public Service Commission rules if you fail to pay your telephone bill.

After selecting a new local telephone provider, you should also contact your current long distance provider to ensure that your current long distance calling plan is not changed as a result of your change in local service. If you do not contact your long distance provider, you may be charged basic rates (non-calling plan rates) for long distance.

Generally, you can find a list of most local telephone service providers in your local telephone directory. If you require assistance, please contact XYZ Company (current company) at (toll free number).

XYZ Company regrets any inconvenience this change may cause you.

Sincerely,

Mass Migration Process

Day	Milestone
90	▪ Exiting CLEC files an exit plan with the NY PSC ▪ PSC to post information regarding the CLEC exiting the market on its website. (*See* Section IV) ▪ PSC to inform industry contacts regarding the CLEC exiting the market. (*See* Section IV) ▪ Exiting CLEC to begin process to transfer its NXX codes in accordance with proper industry procedures. (*See* Section VII)
60	▪ Exiting CLEC notifies its customers that it is exiting the market. Informs them that if they do not select another carrier within 30 days, 1. they will be transferred to the acquiring carrier (if there is one), or 2. they may be without local phone service (if there is no acquiring carrier) ▪ Exiting CLEC provides customer information lists to PSC and acquiring CLEC.
30	▪ Acquiring carrier notifies customers of their status. ▪ The acquiring CLEC notifies its Network Service Provider Account Manager of its need for a Mass Migration Project Manager. (This is the minimum allowable timeframe. Acquiring carriers should notify the Network Service Provider as early as possible regarding a Mass Migration.) ▪ Acquiring CLEC notifies the Network Service Provider of the total number of lines and the Central Offices or collocations involved in the migration. (Note there is a maximum of lines that can be worked per night per geographical area).
30	▪ If there is an acquiring carrier any customers who have not selected a carrier will be migrated to the acquiring carrier.
17	▪ Project Manager advises acquiring CLEC of the Due Dates and the number of lines per Central Office per due date.
15	▪ Acquiring CLEC issues valid LSRs no later than 15 business days prior to Due Date, if required. (If reusing loop facilities, exiting CLEC must provide reusable circuit ID with the associated telephone number.) ▪ Project Manager provides specifics to be included on LSRs, e.g., Frame Due Times. Due Dates on any LSRs sent after this interval must be negotiated with the Project Manager. Late LSRs may not be included in Project.
12	▪ Upon receipt of valid LSR, the Network Service Provider to provide Firm Order Confirmation (FOC) to acquiring CLEC.

10	▪ If no acquiring carrier, cut-off date; soft dial tone may be placed on lines. ▪ Where appropriate (i.e. loop migrations), acquiring CLEC provides Project Manager with spreadsheet or other negotiated document for each CO. Spreadsheet will include CO, PON, BTN, WTN, CLEC Cable and Pair, Circuit ID, and Out and In order numbers (obtained from FOC). ▪ Network service provider performs all pre-work to ensure migration's smooth progress (e.g. prewiring, ANAC, etc.) consistent with provisioning requirements of specific type of service.
2	▪ Network service provider notifies acquiring CLEC of any discrepancies. ▪ Acquiring CLEC takes appropriate actions required to correct discrepancies.
1	▪ Unresolved service order discrepancies rescheduled for evaluation.
0	▪ Target exit date. All scheduled orders worked. When there is no acquiring carrier, exiting carriers must receive Commission approval to terminate local service. (*See* Section X)

4. Ordering Service
4.3 Responsibility of the Reseller

4.3.1	Relaying of Information
A.	The reseller shall provide to the Telephone Company any additional information that is reasonably necessary to enable the Telephone Company to fulfill its obligations under this tariff.

4.3.2	Point of Contact for End Users
A.	The reseller shall serve as the single point of contact for its customers on such matters as billing, requests for new service, requests for the modification or discontinuance of existing services, service trouble reports, repair requests, complaints, etc. The reseller shall be obligated to transmit such requests, reports, etc. to the Telephone Company, through the interfaces described in Section 4, to the extent reasonably necessary to enable the Telephone Company to fulfill its obligations under this tariff.

4.3.3	Forecasting of Service Requirements
A.	To the extent reasonably necessary for the planning of Telephone Company facilities, the reseller shall provide, on request, forecasts of the approximate number of units of telephone exchange service and other services that the reseller expects to require in particular geographic areas. Such forecasts shall be fully subject to the confidentiality provisions set forth in Section 4.2.2.

4.3.4	Refusal, Discontinuance or Transfer of Service
A.	Where a reseller discontinues its provision of service to all or substantially all of its customers, for any reason, except for customer specific credit or payment problems the reseller must send advance written notice of such discontinuance to the Telephone Company. Such notice must include a verification that the reseller has notified its end users of the discontinuance, and must state the date on which such end user notice was mailed.
1.	**Failure to Provide Notice**— Where the reseller fails to provide notice, the Telephone Company will provide continuous service to the discontinued customers followed by a notice that customer's carrier is no longer providing service and that the customer needs to make other arrangements for local service. If the customer fails to make other arrangements, the Telephone Company will continue to serve the customer.
2.	If the end user of a reseller that has discontinued service does not elect another carrier within 15 days of the date of notice provided by the reseller, then the Telephone Company will provide service to such end user at retail rates, and not under this tariff. In accordance with the PSC's procedures, the Telephone Company retains the right to review these accounts and notify customers whose applications for service would have been conditioned on some payment that their service will not be continued unless the appropriate conditions for service are met within 15 days.

4. Ordering Service
4.3 Responsibility of the Reseller

4.3.4	Refusal, Discontinuance or Transfer of Service
B.	The reseller must provide the Telephone Company with any information necessary to enable the Telephone Company to assume the end users' accounts, including the end users' service configurations and billed names and addresses.

ATTACHMENT 3: FORM OF NOTICE LETTER

December 9,2011

[[CUSTOMER NAME AND ADDRESS]]

YOU MAY NEED TO CHOOSE A NEW LOCAL TELEPHONE SERVICE PROVIDER BY JANUARY 15, 2012.

Dear Customer:

As of January 15, 2012, Verizon intends to cease providing Broadband Centric, Inc. with the telecommunications services that it currently uses to provide service to you. As a result, Broadband Centric may be unable to provide you with service on or after that date. The New York State Department of Public Service has advised us that it has been unable to contact Broadband Centric or to determine what arrangements, if any, it has made for its remaining customers.

Verizon is providing you with this notice so that you are aware of the situation and of your right to select another local service provider.

If Broadband Centric will no longer be able to provide service, you will need to select a new local telephone provider as quickly as possible but no later than January 15, 2012. If you do not select a new telephone provider by that date, and if no further action is taken by Broadband Centric, Verizon will become your new local service provider.

Please be aware that you are responsible for paying all bills rendered to you by Broadband Centric during this transition. You may be subject to suspension or termination of your phone service in accordance with Public Service Commission rules if you fail to pay your telephone bill.

After selecting a new local telephone provider, you should also contact your current providers of long distance and regional toll service to ensure that your current long distance and regional calling plans are not changed as a result of your change in local service. If you do not contact your long distance provider, you may be charged basic rates (non-calling plan rates) for long distance services.

Generally, you can find a list of most local telephone service providers in your local telephone directory. If you wish to become a Verizon customer, please call a Verizon account representative at 1-800-VERIZON (1-800-837-4966) to discuss the details.

If you do *not* take action to select another provider by January 15, 2012, and if Broadband Centric does not make other arrangements by then, Verizon will automatically become your local service provider. In this case, there will be no charge for transferring your local service to Verizon. Your new calling plan with Verizon will be Business Message Rate. Currently, the rates for this service are $23.45 per month for each line, plus local calling charges of 8.25 cents per minute for the first three minutes and 1.76 cents per minute thereafter, plus applicable taxes and surcharges. You will receive the same number of lines as Broadband Centric currently provides to you, and your telephone number(s) will remain the same. Any calling features you may have used, such as voice mail, hunting, call forwarding, etc. will not be included in your new calling plan. These features can be provided, where available, for an additional fee. If you wish to order additional features or reduced-rate calling plans for any of your lines, please call your Verizon service representative at 1-800-VERIZON (1-800-837-4966).

Verizon reserves its right to review your account and to notify you if under our standard procedures you would be required to provide a deposit or make some payment, and to discontinue your service if such deposit or payment is not made within fifteen days.

Verizon will not be responsible for resolving any complaints that you may have filed against, or disputes that you may have had with, Broadband Centric. Verizon will also not be responsible for any refunds or other benefits to which you may have become entitled as a result of your dealings with Broadband Centric.

Verizon's toll-free customer service number is 1-800-VERIZON (1-800-837-4966).

Verizon regrets any inconvenience this change may cause you.

Very truly yours,

VERIZON

cc: Broadband Centric