



STATE OF NEW JERSEY
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102
www.nj.gov/bpu/

CABLE TELEVISION

IN THE MATTER OF THE PETITION OF WVT)
COMMUNICATIONS FOR PERMISSION TO)
CLOSE A LOCAL BUSINESS OFFICE IN THE)
TOWNSHIP OF VERNON, COUNTY OF SUSSEX,)
STATE OF NEW JERSEY PURSUANT TO)
N.J.A.C. 14:18-5.1 and N.J.A.C. 14:3-5.1 (e)) ORDER OF APPROVAL
BPU DOCKET NO TO10010044

William K. Mosca, Jr., Esq., Bevan, Mosca, Giuditta & Zarillo, P.C., Watchung, New Jersey for
Petitioner

(SERVICE LIST ATTACHED)

BY THE BOARD:

This matter considers a request by WVT Communications ("Petitioner"), an incumbent local exchange carrier that provides telephone services, cable television and Internet services to approximately 6,400 customers in the Townships of Vernon and West Milford, New Jersey. Its principal office is located at 47 Main St., Warwick, New York. Petitioner is seeking approval to close an office currently located at 529 County Highway Route 515, Vernon Township, County of Sussex, State of New Jersey and redirect its customers to a new location where an agent of the Petitioner would assist its customers. The new location is approximately .7 miles from the existing location. The new address is 70 Vernon Crossing, Vernon Township, County of Sussex, State of New Jersey.

On January 15, 2010, Petitioner filed a verified petition, pursuant to N.J.A.C. 14:18-5.1 and N.J.A.C. 14:3-5.1(e), seeking Board approval for a change of location. Originally, Petitioner sought to close its Vernon office and redirect its customers to its Warwick, New York main office. However, after discussions with Staff, Petitioner amended its request and is now seeking to assist its customers through the use of a contracted agent to be located at 70 Vernon Crossing less than 1 mile from the existing office.

Petitioner asserts that the change in location is reasonable for the following reasons:

1. Customers will be adequately served by the proposed agents that are located approximately .7 miles from Petitioner's current office location.
2. The new office is less than 1 mile from the current location in the same municipality. Therefore, the proposed relocation will not pose an inconvenience to customers.

3. The hours of operation for customers to seek assistance from its agents will be greater than the existing office hours.

Petitioner indicates that no jobs will be lost as a result of the office closing and no adverse impact is expected on the level of service provided to customers as a result of the change. Petitioner will transfer existing personnel to its Warwick, New York office. It will contract with agents who will perform the same functions currently available at its existing location. The agents will be trained by Petitioner. The proposed agents are the two owners of a copy center business where Petitioner's customers will be received. They will handle customer service issues, including bill payments and inquiries, service inquiries and equipment exchanges. The proposed new hours of operation will be slightly improved at the new location, staying open an hour later on Monday-Friday 9:00am to 6:00pm and adding Saturday hours of 9:00am to 1:00pm. The proposed new location will be equal to the existing location with 500 sq. feet of Customer Service area available.

As required by N.J.A.C. 14:18-5.1(c) and N.J.A.C. 14:3-5.1(e), Petitioner reposted notice of the proposed change of location in May 2010, at its current office located at 529 County Highway 515, Vernon Township. Notice was also republished on May 27, 2010 in the Advertiser-News North and on May 26, 2010 in the NJ Herald News, newspapers of general circulation in Petitioner's service area, informing area subscribers of the proposal and their right to file written comments or objections with the Board. Also on June 7, 2010, Petitioner sent notice of its revised petition to the municipal clerks of affected municipalities in Sussex County and Passaic County to advise them of the proposed change in office location. No objections from the affected municipalities or the subscribers served by the office in question have been filed.

By letter dated June 9, 2010, Rate Counsel filed comments in support of WVT's petition.

The proposed change in office location conforms to all existing franchise commitments and obligations contained in the franchise issued by the Board.

Accordingly, and based upon the petition and supporting documentation, the Board HEREBY FINDS that the proposed change in office location will not adversely affect the subscribers in the system. Therefore, the Board HEREBY ORDERS that Petitioner is AUTHORIZED to close its existing customer service office located at 529 County Highway 515, Vernon Township, New Jersey and engage the services of an agent at 70 Vernon Crossing, Vernon Township, New Jersey to perform its customer service obligations, subject to the following conditions:

1. WVT Communications may not transfer operations or close its 529 County Highway 515 customer service office until all necessary changes, agent training and execution of the Agency Agreement are completed at 70 Vernon Crossing, and has been approved by Board Staff as outlined below.
2. Upon completion of agent training and signing of the Agency Agreement for the customer service facility at 70 Vernon Crossing, Petitioner shall submit to the Board a statement certifying Petitioner's completion of the items described above, together with a copy of the executed Agency Agreement, within ten (10) business days of the completion. Within ten (10) business days of receipt of this certified statement, Staff shall conduct an on-site inspection of the premises. Following inspection, Board Staff shall forward to Petitioner via U.S. mail and facsimile a letter setting forth either its approval to open the proposed customer site or any concerns it may have.

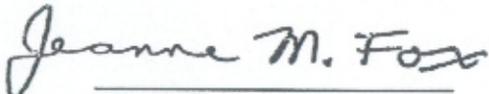
3. In the event Staff identifies any concerns with the facility, WVT shall address those concerns and give notice to Staff of such correction. Within (10) business days of receipt of the notice of correction, Staff shall issue a letter of approval or shall indicate any remaining concerns to WVT via U.S. mail and facsimile letter.
4. Upon receipt of the letter from Board Staff indicating its approval of 70 Vernon Crossing, Petitioner may close its 529 County Highway 515, Vernon Township, New Jersey customer service office.
5. The order will be null and void if Petitioner does not complete the closing and relocation of its customer service facility within 180 days from the date of the issuance of this Order.

DATED: 6/21/10

BOARD OF PUBLIC UTILITIES
BY:



LEE A. SOLOMON
PRESIDENT



JEANNE M. FOX
COMMISSIONER



JOSEPH L. FIORDALISO
COMMISSIONER



NICHOLAS ASSELTA
COMMISSIONER



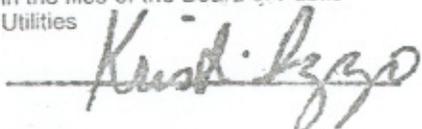
ELIZABETH RANDALL
COMMISSIONER

ATTEST:



KRISTI IZZO
SECRETARY

I HEREBY CERTIFY that the within document is a true copy of the original in the files of the Board of Public Utilities



SERVICE LIST

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TO CLOSE A LOCAL BUSINESS OFFICE IN THE TOWNSHIP OF VERNON, COUNTY OF
SUSSEX, STATE OF NEW JERSEY
PURSUANT TO N.J.A.C. 14:18-5.1 and N.J.A.C. 14:3-5.1(e)**

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Celeste M. Fasone, Director
Office of Cable Television
Board of Public Utilities
2 Gateway Center
Newark, NJ 07102

William K. Mosca, Jr., Esq.
Bevan, Mosca, Giuditta & Zarillo, PC
776 Mountain Boulevard
Watchung, New Jersey 07069

William H. Furlong, Bureau Chief
Bureau of Inspection & Enforcement
Office of Cable Television
Board of Public Utilities
2 Gateway Center
Newark, NJ 07102

Stephanie Brand, Director
Division of Rate Counsel
31 Clinton Street, 11th Floor
P. O. Box 46005
Newark, NJ 07101

Terry Priadka, Supervisor
Bureau of Inspection & Enforcement
Office of Cable Television
Board of Public Utilities
2 Gateway Center
Newark, NJ 07102

Christopher White, Esq.
Jose Rivera-Benitez, Esq.
Division of Rate Counsel
31 Clinton Street, 11th Floor
P. O. Box 46005
Newark, NJ 07101

Lawanda Gilbert
Legal Specialist
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102

Nancy Wolf
Karen Marlowe
Office of Cable Television
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102

Kenneth J. Sheehan
Jessica Campbell
Division of Law
124 Halsey Street
P.O. Box 45029
Newark, NJ 07102

Anthony Centrella, Director
Division of Telecommunications
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102

Eric Hartsfield, Director
Julie Ford-Williams, Bureau Chief
Division of Customer Assistance
Board of Public Utilities
Two Gateway Center
Newark, NJ 07012

Steven Rastatter
Office of Cable Television
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102