
ROBERT M. GIACOBONI

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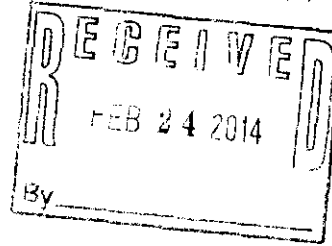
44 South Clinton Ave., 9th Floor
Post Office Box 350
Trenton, NJ 08625-0350

Re: Verizon New Jersey
Docket No. T012020155

NJ BPU
OFFICE OF
CASE MANAGEMENT
FORWARDING

2014 FEB 24 PM 9 42

Case Mgmt



Dear Ms. Izzo:

My name is Robert M. Giacoboni. My family and I reside at 103 Seabreeze Road, Bridgeton, NJ 08302, mailing address which is physically within Fairfield Township, Fairton, NJ 08320.

For the record, we have been without home wireless service since October, 2012. Repeated correspondence with Verizon has left this problem unsolved to date. Verizon did provide a network extender early in the process, but this has not been successful. We continue to be charged by Verizon for monthly wireless service which we are not receiving. My family depends upon wireless communication to order prescriptions, seek medical help and monitor weather conditions. Our customer profile with Verizon Wireless demonstrates that prior to October, 2012, there were no problems with our wireless communications, having enjoyed over ten years of wonderful service.

Verizon has indicated that they have received complaints for poor service within the Fairton area. Many, however, have simply given up contacting Verizon. It is not uncommon to find neighbors traveling into nearby towns in order to make phone calls.

As an alternative, I have requested FIOS service from Verizon. Our neighbors at 13 Back Neck Road and 472 Back Neck Road have FIOS service. Verizon informs us that their efforts are focused on fulfilling "deployment obligations" set forth in legislation. Our humble response is, "why not us?" when deployment is only one-quarter mile away? We cite upgrades that the Board has provided to nearby Greenwich Township. Our wireless service is also inadequate and our land line service has many problems. Should we also not be extended the same upgrades since we are paying for these services?

It is my understanding that the Board issued an order on January 29, 2014 in its investigation into Verizon New Jersey's alleged failure to comply with Opportunity New Jersey commitments. These comments address a Stipulation of Agreement between Board staff and Verizon New Jersey relating to its Alternative Plan for Regulation and Verizon's compliance with Opportunity New Jersey for the implementation of a broadband request process known as a "Bonafide Retail Request".

*8/2/13
C. Giacoboni
J. DeWitt*

We hereby cite this legislation as a possible solution to our wireless and broadband (FIOS) problems. I respectfully submit these comments and thank you for the hope you have given us in solving this difficult problem.

A handwritten signature in black ink, appearing to read 'Robert M. Giacoboni', with a long horizontal flourish extending to the right.

Robert M. Giacoboni
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