

## **Chu, Thomas**

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**From:** Rosemarie Merritt <rmerritt05122012@gmail.com>  
**Sent:** Monday, March 10, 2014 7:35 PM  
**To:** Secretary, Board  
**Subject:** Verizon New Jersey Docket No. TO12020155

To Whom It May Concern:

I am writing about the Docket Number addressed above.

My husband and I have lived in the small town of Lindenwold in Southern New Jersey for 8.5 years. We have been customers of both Verizon Wireless and Verizon (for our DSL) for the same length of time. In that time period we have had MULTIPLE technicians out to repair our DSL service. We only live two miles away from the nearest transmission site so our service should work very well. Sadly, this is not the case as our internet speed is comparable to a residence that lives on the outer cusp of the transmission area. As you can imagine, we are very frustrated because sites load very slowly or time out and don't load at all. Furthermore, if the slightest little storm interrupts our service.

My husband and I live on a single income due to my being disabled and can ill afford to use 4G service anytime we have slow service or a service outage. We do not have a cable access either because we could not afford the poor service that we were receiving at an astronomical price.

If FIOS were available to our area as promised back in 1993, we would be able to bundle our internet and cable and have internet and cable access that is both affordable and reliable.

We are all taught as children not to make promises that we cannot or will not keep. I feel as a customer, my husband and I are being duped. We are paying a premium price for services we were told would become available to us in a timely fashion. We paid the money out, yet here we are still waiting. Correct me if I'm wrong, but isn't it considered fraud when someone promises to provide services at an agreed to price and no services are provided after payment is remitted? If Verizon refuses to complete the promised work for any reason, isn't it the State's responsibility to either hold them to the agreement or pursue restitution? Why should hardworking families like ours be left to continue paying for services we will never receive and were never even informed that we would not be receiving these services, nor given a reasonable explanation as to why and a refund of our overpayment?

We demand that the State either hold Verizon New Jersey to the original agreement of providing Fiber Optic Services statewide as promised or take them to court for Breach of Contract and Fraud to get compensation on behalf of all New Jersey customers who have been overpaying for services for YEARS now.

Thank you for your time and consideration.

Respectfully,  
Rosemarie Merritt ~