

## Chu, Thomas

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**From:** Gentian Agastra <genti.agastra@gmail.com>  
**Sent:** Friday, February 14, 2014 9:33 PM  
**To:** Secretary, Board  
**Cc:** WBMAYOR@twp.woodbridge.nj.us  
**Subject:** Verizon New Jersey, Docket No. TO12020155

Dear Sir/Madam,

When our state granted Verizon the cable license for its FIOS rollout it did so under the premise that Verizon would make the service available to all the state. That is not the case yet. I live at 40 Burnet Street, Woodbridge NJ and FIOS is not available here nor any work is being done on it. A lot of towns around Woodbridge have it but us. When will the NJ state press Verizon to make good on its deed? Why did Verizon place FIOS in neighboring towns but not Woodbridge?

Best Regards,  
Gentian Agastra

## Chu, Thomas

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**From:** Chuck Lupo <lupo\_chuck@hotmail.com>  
**Sent:** Wednesday, February 12, 2014 10:09 PM  
**To:** Secretary, Board  
**Subject:** "Verizon New Jersey, Docket No. TO12020155"

Commissioners:

I live in a community serviced by FIOS through Verizon, New Jersey, but due to a quirk in the law Verizon has refused to provide me and my neighbors with service. The area surrounding Leisure Village West, in Manchester, Ocean County, has FIOS service. In fact it is hanging on the poles outside my community. Verizon had plans in 2007 to provide their FIOS service, but pulled those plans, being this is buried service area.

In as much as Verizon's franchise is up for renewal I wish to take this opportunity, on behalf of myself and others in my community, to address this situation; to register my request that Verizon extend their FIOS service to all of us and that the quirk in the law that has allowed Verizon to evade its public responsibilities in this regard be ended.

Having the option of competing companies for internet, TV, and phone is what the FIOS was to bring to all residents of New Jersey, yet this option is not available to myself or neighbors. (That was Verizon's selling point to the state)

Since the franchise agreement was for Verizon to complete areas in full, especially where it has already has established a FIOS footprint, I again request that Verizon be compelled to live up to the franchise agreement already in place, and remove this quirk of picking where they want to.

Yours truly,  
Charles Lupo  
1238a Thornbury Ln  
Manchester, NJ 08759

**Chu, Thomas**

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**From:** Eric Ross <ericross81@gmail.com>  
**Sent:** Sunday, February 09, 2014 3:15 PM  
**To:** Secretary, Board  
**Subject:** "Verizon New Jersey, Docket No. TO12020155"

According to the Huffington post article [http://www.huffingtonpost.com/bruce-kushnick/100-of-verizon-new-jersey\\_b\\_4270035.html](http://www.huffingtonpost.com/bruce-kushnick/100-of-verizon-new-jersey_b_4270035.html)

The article states - Every Verizon New Jersey business and residential customer, school and library, is entitled to an upgrade of their "copper wire" to a fiber optic landline that is part of the existing utility Public Switched Telephone Networks (PSTN)--It's the law.

Now my question is, why doesn't everyone in NJ have access to a fiber optic line? As a tax payer I need an answer to this!

The State lost an estimated \$172-\$225 billion in potential economic growth based on Verizon's own funded studies of the prosperity that would accrue if the state was rewired. However, the upgrades never happened.

Verizon should be responsible to either rewire the whole state NJ or pay the state for lost potential on economic growth. NJ should be taking Verizon to court and make Verizon pay the state and tax payers 172-225 billion dollars. They have the money!

Customers overpaid over \$4 billion in excess cable costs - about \$1,600.00-\$1,925.00 a household, due to Verizon failing to bring cable competition. (The amount is derived from Verizon's own funded research.)

I have overpaid and been strong armed by providers most of my time in NJ for television and broadband due to limited competition. Who is going to compensate me. Opportunity NJ was supposed to address this.

Why isn't NJ going after Verizon for limiting the economic growth and financial health of the State of NJ! As a state we need this addressed and corrected. We are years behind. BPU make Verizon pay or wire the whole state!

R  
egards,

Eric Ross

## Chu, Thomas

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**From:** Allan Ross <afross2@gmail.com>  
**Sent:** Sunday, February 09, 2014 11:37 AM  
**To:** Secretary, Board  
**Subject:** Verizon New Jersey, Docket No. TO12020155

*February 9, 2014*

*Dear Kristi Izzo Secretary*

*NJ Board of Public Utilities*

*I wish to comment regarding the upcoming hearings on Verizon's lack of deployment of Fiber Optic Service in New Jersey.*

*I have been an Optimum Customer for 25 years. My cable bill has gone from approximately \$10 to almost \$200 per month in that time period.*

*I believe that the BPU should force competition into this area of communications. The reasons for this are as follows:*

*Competition reduces prices to consumers.*

*Competition results in more and better services.*

*Mandating an additional service i.e. FIOS would bring more business to New Jersey due to lower costs to businesses.*

*Competing services would create more middle class jobs, which are desperately needed in New Jersey. This would also result in less people leaving the state to look for work elsewhere.*

*It is my understand there were taxes and fees assessed on previously billed communication services to pay for building out the FIOS communications network but it was not completed. If Verizon has been previously paid through public funding the corporation should be forced to finish what it was paid for, just as in any other business complete the contract or return the money for incomplete work.*

*Parts of my home community Marlboro has FIOS but my home doesn't. If the FIOS cabling is present in the area I should be given the opportunity to have a competing Fiber Optic Telecommunications service that has full capabilities of cable, internet, fax, phone and alarm services.*

*Sincerely,*

*Allan and Susan Ross*

*14 Michelle Court*

*Marlboro, New Jersey 07746*

723 972-2426  
[afross2@gmail.com](mailto:afross2@gmail.com)

## Chu, Thomas

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**From:** Rymsza, Catherine <catherine.rymsza@verizon.com>  
**Sent:** Tuesday, February 04, 2014 3:27 PM  
**To:** Secretary, Board  
**Subject:** Verizon New Jersey, Docket No. TO12020155

Verizon New Jersey should not be given the chance to continue with no FIOS build out, not addressing failing copper and forcing people into voice link in lieu of fixing the copper.

## Chu, Thomas

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**From:** Dube, Patricia <PDube@virtua.org>  
**Sent:** Monday, February 03, 2014 2:40 PM  
**To:** Secretary, Board  
**Subject:** Wheres my FIOS

Virtua Health, Inc. maintains systems for protection of electronic information, which are the property of Virtua Health, Inc. and are to be used for legitimate business purposes. You shall at all times protect and maintain the confidentiality of your user name and password and shall not disclose them to any third party. You are responsible to comply with the regulations and security rules set forth by HIPAA and Virtua Policies regarding the protection of data & confidentiality. Excessive use of systems for any reason other than legitimate business purposes is prohibited. Virtua Health, Inc. monitors all system transactions. No right to privacy exists when using Virtua Health, Inc. systems at work or when accessing Virtua systems from a personal computer or other device. Virtua Health, Inc. has the right to monitor, access, review, audit and disclose information obtained through Virtua Health, Inc. systems, including email, without advance notice to and/or without consent. All users of Virtua Health, Inc. systems are required to notify the IS Help Desk if they become aware of any misuse. I confirm that I have read this acknowledgment and understand

## Chu, Thomas

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**From:** Tom Felice <tomdroptop@aol.com>  
**Sent:** Sunday, February 02, 2014 12:16 PM  
**To:** Secretary, Board  
**Subject:** FIOS

I feel as though Fios should be made available to al customers in NJ.  
There are so many peoples that were told they could have it & so many that  
are now not able to get it after waiting for a long time!  
Verizon should have to hold up their end of the deal. NO COP OUTS!

Thank you,  
Thomas Felice

**Chu, Thomas**

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**From:** CUL8RON744@aol.com  
**Sent:** Sunday, February 02, 2014 9:29 AM  
**To:** Secretary, Board  
**Cc:** CUL8RON744@aol.com  
**Subject:** Verizon

Hello,

**PLEASE - Stop this company from continuing to rip us off ! Here is what I know: In 1999, I purchased a home in NJ. I called the phone company - Bell Atlantic, - to have 2 phone lines installed. The customer service agent was pleasant over the phone. She understood what I wanted and when I wanted it. A truck was dispatched, and within a single day, a technician arrived. He was courteous, professional and seemed quite happy. I too, was happy. The service I requested was fast & professional, from beginning to end. My bill was even affordable ! Fast forward to 2012. Bell Atlantic is now Verizon. I get static on my line, and call customer service. After 20 minutes of phone prompts, I finally get connected to an agent. She acts as if I just interrupted her dinner. I explain my problem with my phone. I had canceled my DSL (Digital Subscriber Line) a month prior because my internet would disconnect whenever the wind blew. Since they refused to fix it, I went with another internet provider (Comcast).**

**Now, all I wanted was my phone line cleared. After finally getting an appointment, and 3 weeks later; my line gets fixed. No refund for the loss of phone service, but the rates instead continue to rise. I decided to just cancel it all. No phone for me! I want FIOS. But guess what? I can't get it here ! I could get it if I lived in the next town over, but not here. I understand it may NEVER be available here. Instead, they want to sell me some wireless crap ! What happened to this company? What happened to customer service? I know they make record profits because I follow the tech stocks ! Where is this money going? Where are the technicians? Where is the service we USED to get ? And where is my FIOS ?**

Respectfully,  
Ron Whilden - Millville, NJ

## Chu, Thomas

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**From:** Susan Lorenzini <lorenzini989@msn.com>  
**Sent:** Sunday, February 02, 2014 8:10 AM  
**To:** Secretary, Board  
**Subject:** Verizon failure to comply

Dear Secretary,

I have been an employee with Verizon close to 14 years. The career I have is a very good paying job to which I am grateful. But the Verizon figure heads up a level I'll not understand is to why they have no interest in keeping the working man and women to perform a service to our customers seems foreign to them. My family and I wish to benefit from the grand profits Verizon is making and to invest in the best value America can obtain for their households. Please consider our request to insure that my company stands by their promises to build into the future.

Thank you, Brian Lorenzini Local 827 NJ

Sent from my iPad

**Chu, Thomas**

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**From:** Ronald Fennimore <romlink396@verizon.net>  
**Sent:** Sunday, February 02, 2014 8:00 AM  
**To:** Secretary, Board  
**Subject:** broadband communications

To whom it may concern:

I have read the changes Verizon plans to implement in the near future, specific questions to follow.

1. Will these changes affect my voice land-line services included in my bundle, including copper based voice, internet access via fiber to cable speed, and video availability.
2. If the above will cause changes to my service, will the overall cost be affected?

Regards,  
Ronald Fennimore  
428B Kingston Avenue  
Barrington, N.J. 08007

## Chu, Thomas

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**From:** Michael Dube <michael.dube2@verizon.net>  
**Sent:** Sunday, February 02, 2014 6:18 AM  
**To:** Secretary, Board  
**Subject:** Verizon Fios

Why am I constantly barraged with Verizon Fios advertisements then told that it's not available to me? And after asking questions of many people out of curiosity. I believe that Verizon has no intention of making Fios available to the whole state of NJ.

## Chu, Thomas

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**From:** Shawn Lewin <xzibitvw97@aol.com>  
**Sent:** Saturday, February 01, 2014 10:38 PM  
**To:** Secretary, Board  
**Subject:** Verizon New Jersey doc # TO12020155

Verizon needs more regulations regarding to fios and their copper landline they are just putting band aids on the landlines and not fixing them so people could have the service they pay for. Verizon ran fios in some neighbor hoods and didn't fire it up telling customers it's not in their area but the cable is right in front of their house then verizon says they don't have the customers so they can layoff their employees which they did so how can they run the fios or keep up with their copper landline when they got rid of 397 employees they are under staff. we need verizon to stop playing games and stick to their word and repair the copper landlines and continue with the fios

Sent from my iPhone

## Chu, Thomas

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**From:** Kenn Don <lost6580@msn.com>  
**Sent:** Saturday, February 01, 2014 8:56 PM  
**To:** Secretary, Board  
**Subject:** "Verizon New Jersey, Docket No. TO12020155"

The company continues to mislead the public by advertising the product "fios". And not deploying it to everyone through out the state. I see a controlled sabotage of their copper plant and a running away for the problem solution by forcing the said product of voice link on to uneducated consumers.

## Chu, Thomas

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**From:** cbrown723 <cbrown723@aol.com>  
**Sent:** Saturday, February 01, 2014 6:06 PM  
**To:** Secretary, Board  
**Subject:** Verizon's lack of regard for customers

I cannot believe how easily the board of public utilities allowed Verizon to just skate on their responsibility to uphold their side of this agreement. There are numerous towns in this state who were promised fios and are not receiving it, also their are towns where fios is not available and verizon is allowing its copper plant to just fail and are not even trying to fix it. You are the advocate for the customers .make Verizon live up to their end of the bargain and make them finish the job they promised they would do. Also make them take care of the forgotten copper customers who are being bullied into taking fios and threatened that their copper service will be shut off.also take care of the copper customers who can't get fios and have horrible copper service.....please do your jobs and hold them accountable.

Sent from my Galaxy S@III

## Chu, Thomas

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**From:** Hubert Range Jr. <hrrange@verizon.net>  
**Sent:** Saturday, February 01, 2014 2:38 PM  
**To:** Secretary, Board  
**Subject:** Docket No. TO12020155

Board Of Public Utilities,

This new agreement appears to relieve Verizon most of it's "Opportunity New Jersey agreement" with little or nothing for the consumers. Opportunity New Jersey allowed Verizon to change it's pricing structure (increase prices) to pay for broadband deployment that they can only provide with FIOS. It was not agreement to provide, in Verizon's words, an inferior product. They have and continue to receive the excess profits to provide a service that you propose relieving them of. I would think that the only reasonable response would be to require them to perform as promised or refund the excess profits.

Hubert Range Jr.  
7 Benjamin Drive  
Washington, N.J. 07882

908 835-1641

## Chu, Thomas

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**From:** Suzanne Wallin <suzanne.wallin@gmail.com>  
**Sent:** Saturday, February 01, 2014 11:29 AM  
**To:** Secretary, Board  
**Cc:** mayorrufeldt@bolp.org  
**Subject:** Verizon New Jersey, Docket No. TO12020155

I am writing to voice my dissatisfaction with Verizon's service in my town on Lincoln Park, NJ. I currently have DSL service for my internet and it's painfully slow, almost as bad as dial up. My phone line in my home is full of static every time it rains, so bad that I have no choice but to just use my cell phone.

My only other choice for internet is Cablevision and I do not like their service and pricing, especially since I have Direct TV for television service. We need some competition for Cablevision internet.

Something needs to be done to have Verizon offer their FiOS service.

Verizon was given all sorts of tax breaks for Opportunity NJ, why are they not being held to their end of the deal and completing the Fiber Optic build in all communities in NJ, not just the county seats.

Thank you.

Suzanne Wallin  
54 Anthony Blvd  
Lincoln Park, NJ

cc Mayor David Runfeldt

## Chu, Thomas

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**From:** Jamie Leto <cstategym@aol.com>  
**Sent:** Saturday, February 01, 2014 10:17 AM  
**To:** Secretary, Board  
**Subject:** Verizon New Jersey, Docket No. TO12020155

Good afternoon,

I bought my first house in Manchester New Jersey in November of 2012. Prior to that we rented a house within the same development for 4 years. For Internet services we had Verizon and it was amazing. The cost was consistent and never had an increase in cost for all the 4 years we lived in that house. We never had a problem with service and it was of great quality, all that we needed. When we bought our house which was literally less than a mile around the corner, again in the same development we were unable to continue with the Verizon Internet service. We have Direct Tv because of the NFL packages they provide, so we tied their Hughes Net for the Internet. Within one month we got rid of that for the horrible connection problems we had and the cost was ridiculous for what we needed. We were forced into Comcast because it was the only thing available to us. It provides us with great service, no problems BUT the price is constantly raising and it is outrageous. I am always calling Verizon to see if the FIOS option or any Internet option through Verizon is available to us. Unfortunately, I always receive the same response "no". I can't figure out how less than a mile down the road they have Verizon but my house, it is unavailable for.

I am asking and begging for Verizon to please put service in my area. My husband and I don't have a landline but have been talking about getting one. The reason we haven't yet is because it would be bundled with Comcast and the cost again is outrageous and not worth it. Please consider the Verizon service here, I am sure being that it is great quality service and cost appreciative my neighbors would make the switch as well.

Thank you,  
Jamie Leto  
148 Weldon rd  
Manchester NJ

Sent from my iPhone