



Agenda Date: 7/30/08
Agenda Item: 3A

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 VERIZON)
OF NEW JERSEY, INC. FOR PERMISSION TO)
RELOCATE A LOCAL BUSINESS OFFICE IN THE)
BOROUGH OF PARAMUS, COUNTY OF BERGEN,)
STATE OF NEW JERSEY PURSUANT TO)
N.J.A.C. 14:18-5.1) BPU DOCKET NO CO08050296

(SERVICE LIST ATTACHED)

BY THE BOARD:

This matter considers a request by Verizon of New Jersey, Inc. ("Petitioner"), a cable company holding a system-wide franchise and conducting cable television business in the State of New Jersey and with its principal office located at 540 Broad Street, Floor 20, Newark, New Jersey, for approval to close an office currently located at 440 Forest Avenue, Lower Level, Borough of Paramus, County of Bergen, State of New Jersey and relocate it to a new location approximately 1.7 miles away at 556 N. State Route 17, Borough of Paramus, County of Bergen, State of New Jersey.

On May 7, 2008, Petitioner filed a verified petition, pursuant to N.J.A.C. 14:18-5.1, seeking Board approval for the change of location. Petitioner asserts that the current location has a problem with flooding and mold, both of which pose a health risk for customers and employees.

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

1. Petitioner has repeatedly attempted to address the flooding and mold problem with the landlord and has contracted for environmental studies to be conducted. However, the issue has not been resolved.
2. Petitioner asserts that the current office is located in the lower level of a building with primary access from the rear and is not visible from the street.
3. Petitioner asserts that the new location has much greater visibility and accessibility. It will be housed in a strip mall on Route 17, a major highway, by the entrance of Paramus Park Mall. It is also easily accessible from Route 4.
4. Petitioner asserts that the new office is approximately 1.75 miles from the current location in the same municipality and is accessible via public transportation. Therefore the proposed relocation will not pose an inconvenience to customers.

Petitioner indicates that no jobs will be lost as a result of the office relocation and no adverse impact is expected on the level of service provided to customers as a result of the change. Petitioner will transfer all existing personnel to the new office who will perform the same functions currently available at the existing location. There will be one full-time Manager who will manage customer service representatives as well as one full-time and one part-time customer service representative who will handle customer service issues, including billing inquiries, service inquiries and equipment exchanges. The hours of operation will be slightly improved at the new location, opening a half-hour earlier, with business hours of Monday-Friday 9:00am to 6:00pm; Saturday 9:00am to 1:00pm. The proposed new location will be larger with 2,100 sq. feet of available space compared to 1,300 sq. feet at the current location.

As required by N.J.A.C. 14:18-5.1(c), Petitioner posted notice of the proposed change of location on June 17, 2008, at its current office located at 440 Forest Avenue, Lower Level. Notice was also published on May 15, 2008 in The Star-Ledger, The Bergen Record, The Jersey Journal and the North Jersey Herald, all daily 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 May 16, 2008, Petitioner sent notice of its petition to the municipal clerks of affected municipalities in Bergen County, Essex County, Hudson County, and Passaic County to advise them of the proposed change in office location. No objections from either the affected municipalities or the subscribers served by the office in question have been filed.

As of this date the Division of Rate Counsel has not filed comments concerning this matter.

The proposed change in office location conforms to all existing franchise commitments and obligations contained in the system-wide 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's request for permission to change an office currently located at 440 Forest Avenue, Lower Level, Paramus, New Jersey, to the new location at 556 N. State Route 17, Paramus, New Jersey be GRANTED, subject to the following conditions:

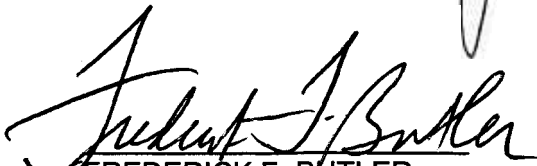
1. Verizon may not transfer operations or close its 440 Forest Avenue customer service office until all construction at 556 N. State Route 17 has been completed, inspected by all applicable local code officials and approved as being in compliance with all applicable building/construction code requirements, and approved by the staff of the Office of Cable Television ("Staff") as outlined below.
2. Upon completion of construction of the customer service facility at 556 N. State Route 17 and upon receipt of all necessary building and occupation approvals, Verizon shall notify the Board's Office of Cable Television. Within ten (10) business days of receipt of notice, Staff shall conduct an on-site inspection to verify the status of the permits and the condition of the facility. Following inspection, the Office of Cable Television shall forward to Verizon via U.S. mail and facsimile a letter setting forth either its approval of the construction or any concerns it may have.
3. In the event Staff identifies any concerns with the construction or permitting of the facility, Verizon 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 Verizon via U.S. mail and facsimile letter.

4. Upon receipt of the letter from the Office of Cable Television indicating its approval of the construction, Verizon may close its 440 Forest Avenue, Paramus customer service office. Any transfer of operations or personnel prior to receipt of this approval from the Office of Cable Television will render null and void the approval granted in this order, and will subject Verizon to any and all appropriate action on the part of the Board.
5. The order will be null and void if Verizon does not complete the closing and relocation of its customer service facility within 180 days from the date of the issuance of this order.

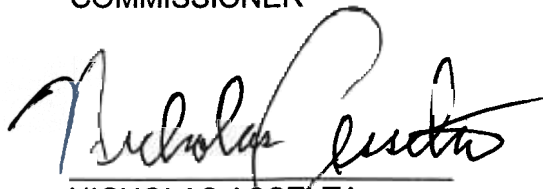
DATED: 8/1/08

BOARD OF PUBLIC UTILITIES
BY:


JEANNE M. FOX
PRESIDENT

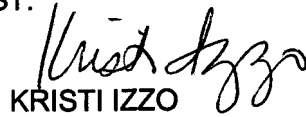

FREDERICK F. BUTLER
COMMISSIONER


JOSEPH L. FIORDALISO
COMMISSIONER

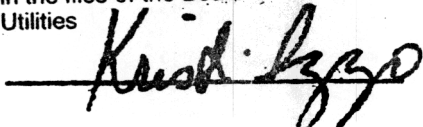

NICHOLAS ASSELTA
COMMISSIONER


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

**I/M/O THE PETITION OF VERIZON OF NEW JERSEY, INC. FOR PERMISSION
TO RELOCATE A LOCAL BUSINESS OFFICE IN THE BOROUGH OF
PARAMUS, COUNTY OF BERGEN, STATE OF NEW JERSEY
PURSUANT TO N.J.A.C. 14:18-5.1**

DOCKET NO. CO08050296

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