



**220 Anderson Avenue
Moonachie, NJ 07074**

September 8, 2026

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Telephone Number: 413-743

Important Update About Your Home Phone Service

Dear

This letter is informational only, and requires no customer action at this time.

We're pleased to inform you about updates to our home phone service. As part of our ongoing network improvements, we are planning to discontinue traditional copper-based home phone service for certain customers in your area. If your service will be discontinued, you will have the opportunity to switch to service delivered using fiber, cable, or modern wireless technology.

We're here to support you through this transition.

What's Changing and When

On or after **November 30, 2026**, subject to Federal Communications Commission (FCC) approval, Verizon will have authority to discontinue traditional copper-based home phone service.

What This Means for You

Rest assured, you don't need to take any action right now, and there is no change or interruption to your service at this time. We'll contact you with next steps to ensure a seamless transition. Meanwhile, if you have questions, please visit us at [verizon.com/copper](https://www.verizon.com/copper).

If your service will be discontinued, you will receive advance notice by letter with your specific disconnection date. Again, there is no change or interruption to your service today and you don't need to take any action at this time.

Service Affected

Traditional Home Phone Service: copper-based dial tone base home phone service, services offered as "Residence Dial Tone Service," "Basic Service Access Line," and "Individual Line".

Your Options

When it's time to make a change, you'll have several options — including moving to a modern solution that:

- Lets you keep your current phone number
- Supports essential services like 911, many legacy alarm systems and faxes, and many medical devices

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- Delivers a reliable, modern service

If your services will be discontinued, you will have at least one fiber, cable, or mobile wireless voice option available. Many customers will be able to choose modern Verizon voice service over wireless or fiber. You can see options available at your home based on official FCC data by visiting <https://broadbandmap.fcc.gov/home> and then typing in your home address.

Additional Information

- Verizon's Fios and wireless services, where available, are not affected and will continue without interruption.
- All changes are subject to any applicable contractual obligations and regulatory approvals.
- If you've already received a different disconnection notice with an earlier date, that date will still apply.

Thank you for being a Verizon customer. Whether you stay with us or transition to another provider, we're committed to making this transition as simple and smooth as possible.

Sincerely,

Verizon Support Team

On behalf of

State	Company	Address
New York	Verizon New York Inc.	140 West Street, New York, NY 10007
Pennsylvania	Verizon Pennsylvania LLC	900 Race Street, 6th Floor, Philadelphia, PA 19107
	Verizon North LLC	900 Race Street, 6th Floor, Philadelphia, PA 19107
Connecticut	Verizon New York Inc.	140 West Street, New York, NY 10007
Maryland	Verizon Maryland LLC	12 West Street, Annapolis, MD 21401
Massachusetts	Verizon New England Inc.	6 Bowdoin Square, 9th Floor, Boston, MA 02114
The District of Columbia	Verizon Washington, DC Inc.	1300 I Street NW, Suite 500 East, Washington, DC 20005

Note for Massachusetts Customers

Massachusetts customers can also contact the MA Department of Telecommunications and Cable Hotline at 800.392.6066.

- Replacement batteries are widely available.
- If the device has no electrical power or battery power, it will not function, including for 911 emergency calls.

Steps to take to ensure safe usage and security responsibilities:

- You must enter the US address where you want emergency services to be sent if you call 911, before voice service can be activated. If you move your equipment, you must update your service address with us immediately.
- You are responsible for obtaining and maintaining a backup battery or rechargeable batteries for your equipment, to ensure service continuity.
- To ensure service during an outage, a charged battery must be installed.
- The device must be properly connected to power when not in use.

Fios Digital Voice (a Verizon fiber-based service)

These devices include battery backup capability.

- Under typical conditions for current solutions, fully charged batteries in the battery backup unit provide 24 hours of backup power during a power outage.
- Actual battery life may vary depending on network conditions, features in use, call frequency, usage patterns.
- Replacement batteries are widely available: the backup battery unit uses 12 D cell batteries.

Important Notes:

- Fios Digital Voice service is delivered over fiber and does not supply power through the phone line.
- Battery backup units are provided for home use to consumers who migrate from a copper-based phone service, providing up to 24 hours of backup power during power outages.
- If the device has no electrical power or battery power, it will not function, including for 911 emergency calls.

Steps to take to ensure safe usage and security responsibilities:

- To maintain power during a power outage, you will need a battery backup unit. This allows you to continue making and receiving calls, including emergency and 911 calls.
- If you move you must update your service address with us immediately.
- You are responsible for obtaining and maintaining a backup battery and rechargeable batteries for your equipment to ensure service continuity.
- To ensure service during an outage charged batteries must be installed.
- You are responsible for obtaining replacement “D” cell batteries for continued use during an extended power outage.
- The device must be properly connected to power when not in use.

Landline Phones and Power Requirements

Some phones - especially cordless models - require electricity to operate.

- If your phone requires external power, it will not work during a power outage, even if your service has battery backup.
- This includes the ability to make or receive 911 calls.

FCC Notice

The following notice applies to the services in this notification, is required by the Federal Communications Commission ("FCC" or "Commission"), and is applicable to the communications services listed in this letter:

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Citizens Telecommunications Company of New York, Inc. d/b/a Frontier Communications of New York; Frontier Telephone of Rochester, Inc.; Frontier Communications of New York, Inc.; Frontier Communications of AuSable Valley, Inc.; Frontier Communications of Seneca-Gorham, Inc.; Frontier Communications of Sylvan Lake, Inc.; Ogden Telephone Company d/b/a Frontier Ogden Telephone Company; Frontier Communications of Pennsylvania, LLC; Frontier Communications of Breezewood, LLC; Frontier Communications of Canton, LLC; Frontier Communications of Lakewood, LLC; Frontier Communications of Oswayo River, LLC; Commonwealth Telephone Company LLC d/b/a Frontier Communications Commonwealth Telephone Company; Citizens Telecommunications Company of New York Frontier California Inc.; Citizens Telecommunications Company of California Inc.; Frontier Communications of the Southwest Inc.; The Southern New England Telephone Company d/b/a Frontier Communications of Connecticut; Frontier North Inc.; Frontier Communications of the Carolinas LLC; Citizens Telecommunications Company of Illinois; Frontier Communications of Depue, Inc.; Frontier Communications of Illinois, Inc.; Frontier Communications of Lakeside, Inc.; Frontier Communications of Mt. Pulaski, Inc.; Frontier Communications of Orion, Inc.; Frontier Communications - Midland, Inc.; Frontier Communications - Prairie, Inc.; Frontier Communications - Schuyler, Inc.; Frontier West Virginia Inc.; Citizens Telecommunications Company of West Virginia d/b/a Frontier Communications of West Virginia; Verizon New York Inc.; Verizon Pennsylvania LLC; Verizon North LLC; Verizon Maryland LLC; Verizon New England Inc.; Verizon Washington, DC Inc.; Frontier Communications of Michigan, Inc.; Frontier Midstates Inc. , all Verizon companies. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

Attachment A - Additional Information for Home Phone Services

Home Phone Over the Wireless Network

These devices include battery backup capability.

- Under typical conditions for current solutions, the battery provides up to 24 hours of backup power during a power outage.
- Actual battery life may vary depending on network conditions, features in use, call frequency and usage patterns.

Important Notes:

- The device does not provide line power to your home telephones.
- Different models may include either a rechargeable battery or replaceable AA batteries.

For maximum reliability during power outages, consider using a corded phone that does not require external power.

Mobile Wireless Services

Verizon mobile wireless voice service does not provide line power to keep it operational during an extended electrical power outage, beyond a single charge of the mobile phone battery. However, Verizon's mobile wireless service does not require a backup battery to remain operational during electric power outages of several hours or less.

Steps to take to ensure safe usage and security responsibilities:

- To maintain phone service during these times, you will have to arrange for an alternative source of power for your Verizon mobile phone.
- Modern cell phones can go without a charge for more than 24 hours when kept in standby mode.
- For longer outages, cell phones can be recharged in a car, with a laptop, or with a charged power bank, which is inexpensive, typically starting at approximately \$20, and available online and at various retail stores.
- Cell phones will not operate without backup power in the event of an extended power outage. In that situation, you will not be able to make or receive calls, including emergency 911 calls, unless you recharge the phone with a backup battery.

Since wireless phones are mobile, they are not associated with one fixed location or address. If you make an emergency 911 call with your mobile phone, you should provide the emergency operator the location of your emergency and your wireless phone number, so if the call gets disconnected, the operator can call you back. Additional information is available on the FCC's website (<https://www.fcc.gov/consumers/guides/wireless-911-service>).

Attachment A2 - Additional Information for Facilities-Based Phone Service From A Provider Other Than Verizon

Mobile Wireless Phone Service

Mobile wireless voice service does not provide line power to keep it operational during an extended electrical power outage, beyond a single charge of the mobile phone battery. However, mobile wireless service does not require a backup battery to remain operational during electric power outages of several hours or less.

Steps to take to ensure safe usage and security responsibilities:

- To maintain phone service during these times, you will have to arrange for an alternative source of power for your mobile phone.
- Modern cell phones can go without a charge for more than 24 hours when kept in standby mode.
- For longer outages, cell phones can be recharged in a car, with a laptop, or with a power bank, which is inexpensive, typically starting at approximately \$20, and available online and at various retail stores.
- Cell phones will not operate without backup power in the event of an extended power outage. In that situation, you will not be able to make or receive calls,

including emergency 911 calls, unless you recharge the phone with a backup battery.

- Since wireless phones are mobile, they are not associated with one fixed location or address. If you make an emergency 911 call with your mobile phone, you should provide the emergency operator the location of your emergency and your wireless phone number, so if the call gets disconnected, the operator can call you back. Additional information is available on the FCC's website (<https://www.fcc.gov/consumers/guides/wireless-911-service>).

Cable or Fiber Phone Service

Home phone devices may require batteries, wired power, or both.

- Actual battery life may vary depending on network conditions, features in use, call frequency, and usage patterns.
- Please review all documentation from your device manufacturer and service provider.

Important Notes:

- Voice service delivered over fiber or cable does not supply power through the phone line.
- If the device has no electrical power or battery power, it will not function, including for 911 emergency calls.

Steps to take to ensure safe usage and security responsibilities:

- To maintain power during a power outage, you will need a battery backup, if available for your device, and the backup must be installed. You are responsible for obtaining any such option, if available.
- If you move you must update your service address with your service provider immediately.
- Read the FCC's 911 tips, available here: <https://www.fcc.gov/emergency>.

Landline Phones and Power Requirements

Some phones - especially cordless models - require electricity to operate.

- If your phone requires external power, it will not work during a power outage, even if your service has battery backup.
- This includes the ability to make or receive 911 calls.

For maximum reliability during power outages, consider using a corded phone that does not require external power.