

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE  
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350  
www.dps.state.ny.us

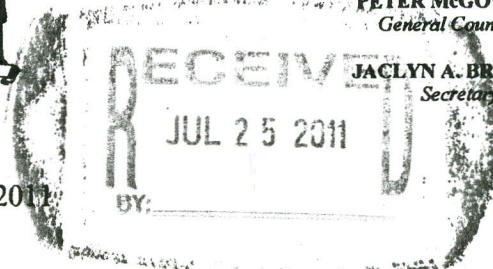
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July 20, 2011

Dear Community Leader:

In keeping with ongoing changes in the increasingly competitive telecommunications industry, the New York State Public Service Commission has directed Verizon, the state's largest provider of traditional land line telephone service, to focus its repair and maintenance efforts on "core" customers in need of regulatory protection. The definition of a core customer includes customers living in areas that do not currently have a land line competitive alternative, those subscribing to Lifeline discounted telephone service, and customers with special needs including the elderly, blind or disabled and those with medical emergencies as defined in the Commission's Rule 609.5, a copy of which is available at [http://www.dps.state.ny.us/Rule\\_609.5.pdf](http://www.dps.state.ny.us/Rule_609.5.pdf)

Although Verizon has already taken steps to notify potential "core" customers, some Verizon customers may remain unaware of this new protection. The purpose of this letter is to assist you in informing your constituents who are customers of Verizon's landline telephone service of their eligibility for priority repair service.

Customers having a disability as defined in the Human Rights Law, those who are legally blind, and customers aged 62 or older, are encouraged to notify Verizon of that information, and upon doing so, will automatically become eligible for priority repair service. Such customers are also provided special protections concerning disconnection of phone service if they have trouble paying their bill.

Attached is a form that eligible elderly, blind, or disabled customers of Verizon's land line telephone service can complete and submit to Verizon to ensure that their account is properly coded so that they are eligible to receive priority repair service.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads 'Douglas Elfner'.

Douglas Elfner  
Director  
Office of Consumer Policy

Attachment

## Verizon Application

Your Name *(please print)*

Your Signature

Address

City/Town

Zip Code

Date

Area Code & Phone Number *(must be included)*

Please enroll me in:

- Special Protections for Seniors and Customers with Disabilities**  
 I am 62 years of age or older  
 I have a long-term disability *(identify below)*

- Third-Party Notification** *(Please complete & have your third-party sign below):*  
I request any notice about an overdue bill or service turnoff be sent to the person or agency named here. I understand that this third-party is not responsible for paying my bill.

Third-Party Name *(please print)*

Third-Party Signature

Address

City/Town

Zip Code

Date

Area Code & Phone Number *(must be included)*

## Tips to protect you from cramming

Verizon provides billing services to various non-affiliated service providers. From time to time, we receive complaints that some of these companies have included charges on the Verizon bill for miscellaneous services (e.g., voicemail and Internet service) which our customers did not request or authorize. This practice is often referred to as "cramming."

As part of its ongoing initiative to stop cramming, Verizon offers the following tips:

First, we recommend that you check your phone bill carefully. If you feel that you've been "crammed," you can immediately report any unauthorized charges directly to Verizon.

Once you notify us of the specific services or charges on your bill that were unauthorized, Verizon will automatically credit your account and take the matter up with the service provider. In addition, you will be offered the option of placing a block on all charges from third party miscellaneous service providers so that, in the future, you will only see charges on your Verizon bill from Verizon and your pre-selected providers of regional toll and long distance services.

## "Special Protections" for Senior Citizens and Persons With Disabilities

If you are a senior or have a disability, you may enroll in our Special Protections program. This way, we will note your special status in our records and make every effort to avoid blocking or turning off your phone service if you are having trouble paying your bill. You will also automatically become eligible for priority repair service.

Another program, Third-Party Notification, is open to all customers to help prevent service turnoff. Both programs are free.

To sign up, fill out and mail the form below to:

Verizon SRC  
P.O. Box 33075  
St. Petersburg, FL 33733-8075

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