

**Before the  
Federal Communications Commission  
Washington, D.C. 20554**

In the Matter of	)	
	)	
Section 63.71 Application of Verizon For	)	
Authority Pursuant to Section 214 of the	)	File No.
Communications Act of 1934, As	)	
Amended, to Discontinue the Provision of	)	
Service	)	

**SECTION 63.71 APPLICATION OF VERIZON<sup>1</sup>**

Verizon submits this Application for authority under Section 214(a) of the Communications Act and Section 63.71 of the Commission's rules to discontinue offering certain Operator Services – Person-to-Person, 3rd Number Billing, Collect Call, and Verizon Inmate Collect Calls<sup>2</sup> – throughout the United States and U.S. Territories.

As Sections 63.71(a) and (b) of the Commission's rules require, Verizon provides the following information:

**1. Name and Address of Carrier (47 C.F.R. §§ 63.71 (a)(1), (b)(2)):**

Verizon Delaware LLC  
901 Tatnall St.  
Wilmington, DE 19801

Verizon Maryland, LLC  
1 East Pratt St.

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<sup>1</sup> The Verizon companies participating in this filing ("Verizon") are the wholly-owned subsidiaries of Verizon Communications Inc. that offer Person-to-Person, 3rd Number Billing, Collect Call, or Verizon Inmate Collect Call operator services, as listed in this application (collectively for the purposes of this filing, "Verizon").

<sup>2</sup> There are currently no customers for the obsolete service Verizon Inmate Collect Calls.

Baltimore, MD 21202

Verizon New England Inc.  
125 High Street - Oliver Tower 7th Floor  
Boston, MA 02110

Verizon New Jersey Inc.  
540 Broad Street  
Newark, NJ 07102

Verizon New York Inc.  
140 West Street  
New York, NY 10007

Verizon North LLC  
1717 Arch Street  
Philadelphia, PA 19103

Verizon Pennsylvania LLC  
1717 Arch Street  
Philadelphia, PA 19103

Verizon South Inc.  
22001 Loudoun County Parkway  
Ashburn, VA 20147

Verizon Virginia LLC  
22001 Loudoun County Parkway  
Ashburn, VA 20147

Verizon Washington, DC, Inc.  
1300 I Street, N.W.  
Suite 400 West  
Washington, D.C. 20005

Verizon Long Distance LLC  
One Verizon Way  
VC22E243  
Basking Ridge, NJ 07920

MCI Communications Services, Inc.  
One Verizon Way  
Basking Ridge, NJ 07920

TTI National, Inc.  
One Verizon Way

Basking Ridge, NJ 07920

Verizon Select Services Inc.  
22001 Loudoun County Parkway  
Ashburn, VA 20147

Verizon Services Corp.  
22001 Loudoun County Parkway  
Ashburn, Virginia 20147

MCImetro Access Transmission Services LLC  
One Verizon Way  
Basking Ridge, NJ 07920

For purposes of communications related to this application, the address of these entities is  
22001 Loudoun County Pkwy, Room F2-1-610B, Ashburn, VA 20147.

**2. Date of Planned Service Discontinuance (47 C.F.R. §§ 63.71(a)(2), (b)(2)):**

Subject to the Commission's authorization, on or after August 9, 2016,<sup>3</sup> Verizon will discontinue Person-to-Person, 3rd Number Billing, Collect Call, and Inmate Collect operator services.

**3. Points of Geographic Areas of Service Affected (47 C.F.R. §§ 63.71(a)(3), (b)(2)):**

Subject to the Commission's authorization, Verizon will discontinue Person-to-Person, 3rd Number Billing, Collect Call, and Inmate Calling operator services throughout the United States, U.S. territories, and internationally.

**4. Brief Description of Type of Service Affected (47 C.F.R. §§ 63.71(a)(4), (b)(2)):**

The services at issue here are all outdated legacy services that have largely fallen out of use:

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<sup>3</sup> Verizon had originally planned to discontinue these services on or after July 9, 2016. Due to the intervening work stoppage, we are extending that date until on or after August 9, 2016.

Collect Calling is a billing arrangement by which the charge for an operator assistance call may be reversed (charged to the called station) provided the charge is accepted at the called station.

Person-to-Person Calling is a service where the person originating an operator assistance call specifies to the Company operator a particular person to be reached, a particular mobile service point to be reached through a Mobile Telephone Service attendant, or a particular PBX service point, department, or office to be reached.

Billed to Third Party is a billing arrangement by which an operator assistance call may be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated.

Inmate Collect Calling is an obsolete service that permitted collect calls only from a Verizon inmate dial tone line. Today, this service is not in use by any customers. Verizon no longer provides inmate phones at any correctional facility and there are no external customers that currently use Verizon inmate dial tone lines. Other providers that currently service correctional facilities offer options for collect or third party billed calling.

The public convenience and necessity will not be impaired by the proposed service discontinuance because these services have fallen out of favor and consumers today are largely using replacements rather than these services. For collect calling, person-to-person, and bill to third party, the need to “bill” a call to an alternative source has been essentially eliminated by the advent of alternatives such as unlimited voice calls on mobile technology, bundled toll and long distance telephone calling plans, and VoIP calling. Customers today already overwhelmingly make voice calls or

communicate using alternative services and products from Verizon or other providers that perform the same functions as these services. Further, once these services are discontinued, Verizon customers will still be able to reach operators by dialing 0. Operators will be able to assist customers by dialing a call for them, to provide support for emergency calls or 911, or to provide support to customers with disabilities that may prevent them from making or completing calls on their own.

Verizon is discontinuing these services because of low market demand. The total number of person-to-person, third party billed, and collect calls today are less than one percent of the total number of operator services calls. For example, in a test earlier this spring, collect calls made up just 0.34% of the overall operator services calls. During that same time period, person-to-person billed calls were just 0.02% and calls billed to third party were just 0.009% of the total operator services calls.<sup>4</sup>

There are multiple alternative services available. Verizon and others continue to offer various domestic and international calling plans that will not be affected by this change. Mobile technology, coupled with plans that permit unlimited long distance and toll calls, eliminate the need for collect calls or third party billed calls in most cases. Customers who do not have mobile access can use widely available dial-around services such as 1-800-collect, or 10-10X numbers to arrange for third party billing. Customers also regularly use other means to communicate such as instant messaging services or smart phone applications that permit messaging for free. Other alternatives include prepaid cellphone service and VoIP services. Customers may also use social media, or video and audio chat services such as Skype, Facebook, or Google Hangouts.

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<sup>4</sup> As noted in note 2, *infra*, Verizon currently has no inmate telephone lines and thus there were zero inmate collect calls over this time period.

**5. Brief Description of the Dates and Methods of Notice to All Affected Customers (47 C.F.R. § 63.71(b)(3)):**

Verizon provided notices to its retail customers by bill message starting in the April 2016 bill cycle. That message is running for three months, through the June 2016 bill cycle. Verizon also provided notice to wholesale customers by letter and posting on our website on June 7, 2016. Copies of these notices are attached as Exhibit A.

Additionally, starting January 15, 2016, a Verizon operator provided an oral notification to each customer who called in to use these services, explaining that the services would no longer be available on or after July 9, 2016.

Verizon also provided an additional preliminary notice to its wholesale customers on October 9, 2015. This notice was intended to give wholesale customers additional time to plan for the eventual discontinuance of this service.

Verizon is sending copies of this Application by first class U.S. Mail to the governor and public utilities commission for each affected state and territory, as well as to the Department of Defense, as required by Section 63.71(a) of the Commission's rules. A copy of this Application is also being sent to the Chief of the Commission's International Bureau.

**6. Regulatory Classification of Carrier (47 C.F.R. § 63.71(b)(4)):**

Verizon is considered non-dominant with respect to the services to be discontinued.

## CONCLUSION

Verizon respectfully requests that the Commission approve this Application.

William H. Johnson  
*Of Counsel*

Respectfully submitted,



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Katharine R. Saunders  
Verizon  
1320 North Courthouse Road, 9th Floor  
Arlington, VA 22201-2909  
(703) 351-3097

*Counsel for Verizon*

June 7, 2016

### **CERTIFICATE OF SERVICE**

I hereby certify that on this 7th day of June, 2016, I caused to have served a copy of the foregoing Section 63.71 Application by U.S. Mail, postage prepaid to the parties on the attached service list.

/s/ Jennifer Pelzman

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# ATTACHMENT A

## Customer Notices

Billing Date: 04/01/16 Page 1 of 13  
Telephone Number: [REDACTED]  
Account: [REDACTED]  
How to Reach Us: See page 2

[REDACTED]  
GREENWICH CT 06830-1814

### Account Summary

#### Previous Charges

Payment Received Feb 10. Thank You.

Balance Forward

#### New Charges

Late Payment Charge

Verizon (page 3)

Verizon Fios TV (page 6)

Verizon Online (page 7)

Other Providers (page 8)

Total New Charges Due April 26

Balances carried to the next bill may be assessed  
a 1.5% late payment charge.

Total Due



Manage Your Account  
Online  
See reverse side for details.

Mail payments to:  
Verizon, PO Box 15124, Albany NY 12212-5124

Change of address?  
Go to [verizon.com/billingaddress](http://verizon.com/billingaddress) or call us.

▼ Detach & return remit slip with your payment to Verizon.

Account: [REDACTED]

New Charges Due: 04/26/16

Total Due

Amount Paid:

\$ [REDACTED]

[REDACTED]  
GREENWICH CT 06830-1814

VERIZON  
PO BOX 15124  
ALBANY NY 12212-5124

#### **Surcharges**

##### **Surcharges include:**

- a Federal Subscriber Line and Access Recovery Charge applicable to state-to-state and international services that helps pay for the costs of providing and maintaining the local phone network;
- a Federal Universal Service Charge applicable to state-to-state and international services to recover fees imposed on us by the government to support universal service;
- a Long Distance Access Charge to help defray the cost of access charges and fees that local exchange companies assess on us or our agents for state-to-state and international calling;
- a Carrier Cost Recovery Charge applicable to long distance customers that helps defray the costs we pay to support state-to-state Telecommunication Relay Service, government number administration, local number portability, and other fees assessed by the FCC;
- a Long Distance Administrative Charge to help defray account servicing costs for state-to-state and international calling; and,
- a Federal Regulatory Fee applicable to recover the annual per video subscriber fee payment made to the FCC.

Please note that these surcharges are charges, not taxes or governmental fees. These charges, and what is included in these charges, are subject to change from time to time. For additional information regarding the charges on your Verizon bill, please visit [verizon.com](http://verizon.com) or call the number listed on your bill.

#### **Discontinuance of Certain Services**

Subject to applicable regulatory approvals, on or after July 8, 2016, your Verizon local exchange company\*, Verizon Long Distance LLC and Verizon Select Services Inc. (collectively "Verizon") will no longer offer domestic or international Person-to-Person, 3rd Number Billing, or Collect Call operator services anywhere in the United States or elsewhere. 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 Section 63.71 Application of Verizon. 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.

\*The Verizon local exchange companies are Verizon Delaware LLC, Verizon Maryland LLC, Verizon New England Inc., Verizon New Jersey Inc., Verizon New-York Inc., Verizon North LLC, Verizon Pennsylvania LLC, Verizon South Inc., Verizon Washington, DC Inc., and Verizon Virginia LLC.

Billing Date: 04/28/16 Page 1 of 14

Telephone Number: [REDACTED]

Account Number: [REDACTED]

How to Reach Us: See page 2

XXXXXXXXXX XXXXXXXXXXXXXXXX

### Account Summary

Previous Charges

Payments Received

Past Due Charges

### New Charges

Verizon (page 4)

Verizon Online (page 9)

Verizon Long Distance (page 10)

Verizon Fios TV (page 8)

Total New Charges due May 27

Total Due

Total Due if Paid After 05/27/16

### Mail Payments to :

Verizon, PO Box 4830, Trenton, NJ 08650-4830.

### Change of Address

Go to [verizon.com/billingaddress](http://verizon.com/billingaddress) or call us.

▼ Detach & return payment slip with your check, payable to Verizon

Account: [REDACTED]

New Charges Due: 05/27/16

Total Due: [REDACTED]

Amount Paid:

\$ [ ] [ ] [ ] . [ ] [ ]

XXXXXXXXXX XXXXXXXXXXXXXXXX

XXXXXXXXXX XXXXXXXXXXXXXXXX

WASHINGTON DC 20011

VERIZON

PO Box 4830

TRENTON NJ 08650-4830

#### Discontinuance of Certain Services

Subject to applicable regulatory approvals, on or after July 8, 2016, your Verizon local exchange company\*, Verizon Long Distance LLC and Verizon Select Services Inc. (collectively "Verizon") will no longer offer domestic or international Person-to-Person, 3rd Number Billing, or Collect Call operator services anywhere in the United States or elsewhere. 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 section 63.71 Application of Verizon. 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.

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#### TO OUR BUSINESS CUSTOMERS WITH CALLER ID, CALL FORWARDING, CALL WAITING AND VOICEMAIL

Effective on or after June 18, 2016, Verizon will grandfather Caller ID Number Only, Call Forwarding - Don't Answer, Call Forwarding - Busy Line, and Call Waiting ID Deluxe. Verizon will no longer offer these services to new customers and will not allow existing customers to make moves, adds, or changes to these services. However, you may terminate these services at any time. For more information concerning other service options, or if you would like to speak with someone concerning this issue, please call Verizon at the toll-free number reflected on this invoice.

#### Verizon Fios TV

If you have questions about Fios TV, please call 1 888 244-4440

Fios TV Customer Account Number: [REDACTED]

Thank you for using Fios

#### New Charges

##### Services

1. Fios TV Extreme HD - Private
2. Solutions for Business Bundle Discount
3. (Rent): Digital Adapter 2 @ 5.99
4. (Rent): HD Set-Top Box 2 @ 11.99

##### Total Services

##### Tax & Fees

5. DC Gross Sales Tax
6. Video Franchise Fee

Billing Date: 04/01/16 Page 1 of 8

Telephone Number : [REDACTED]

Account Number: [REDACTED]

**Account Summary**

**Previous Charges**

No Payment Received

Past Due Charges (please pay now)

**New Charges**

Verizon (page 3)

Total New Charges Due Apr 28, 2016

Total Due

Questions about your bill? Call 1 888 244-4440  
See page 2 for all other Verizon contact information.

Change of billing address?  
Go to [verizon.com/billingaddress](http://verizon.com/billingaddress) or call us.

▼ Detach & return payment slip with your check, payable to Verizon.

Account: [REDACTED]

New Charges Due: Apr 28, 2016

Total Due: [REDACTED]

Amount Paid :

\$ [ ] [ ] [ ] [ ] [ ]

NEWARK DE 19711

VERIZON  
PO BOX 15124  
ALBANY NY 12212-5124

#### For Your Information

Video Relay Service (VRS) relays calls for those using sign language. VRS information is available at [fcc.gov/consumers/guides/video-relay-services](http://fcc.gov/consumers/guides/video-relay-services). Some TRS providers offer Captioned Telephone Service (CTS) which is accessed with a captioned telephone and available for persons with some residual hearing.

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\*The Verizon local exchange companies are Verizon Delaware LLC, Verizon Maryland LLC, Verizon New England Inc., Verizon New Jersey Inc., Verizon New York Inc., Verizon North LLC, Verizon Pennsylvania LLC, Verizon South Inc., Verizon Washington, DC Inc., and Verizon Virginia LLC.

#### **TO OUR BUSINESS CUSTOMERS WITH CALLER ID, CALL FORWARDING, CALL WAITING AND VOICEMAIL**

Effective on or after June 18, 2016, Verizon will grandfather Caller ID Number Only, Call Forwarding - Don't Answer, Call Forwarding - Busy Line, and Call Waiting ID Deluxe. Verizon will no longer offer these services to new customers and will not allow existing customers to make moves, adds, or changes to these services. However, you may terminate these services at any time. For more information concerning other service options, or if you would like to speak with someone concerning this issue, please call Verizon at the toll-free number reflected on this invoice.

#### **Surcharges**

Surcharges include:

- \* a Federal Subscriber Line and Access Recovery Charge applicable to state-to-state and international services that helps pay for the costs of providing and maintaining the local phone network;
- \* a Federal Universal Service Charge applicable to state-to-state and international services to recover fees imposed on us by the government to support universal service;
- \* a Long Distance Access Charge to help defray the cost of access charges and fees that local exchange companies assess on us or our agents for state-to-state and international calling;
- \* a Carrier Cost Recovery Charge applicable to long distance customers that helps defray the costs we pay to support state-to-state Telecommunication Relay Service, government number administration, local number portability, and other fees assessed by the FCC;
- \* a Long Distance Administrative Charge to help defray account servicing costs for state-to-state and international calling; and,
- \* a Federal Regulatory Fee applicable to recover the annual per video subscriber fee payment made to the FCC.

Please note that these surcharges are charges, not taxes or governmental fees. These charges, and what is included in these charges, are subject to change from time to time. For additional information regarding the charges on your Verizon bill, please visit [verizon.com](http://verizon.com) or call the number listed on your bill.

[REDACTED]

Billing Date: 04/10/16 Page 1 of 11  
Telephone Number: [REDACTED]  
Account: [REDACTED]  
How to Reach Us: See page 2

[REDACTED]  
NORWOOD MA 02062-3341

### Account Summary

Previous Charges

Payment Received

Balance Forward

New Charges

Late Payment Charge

Verizon (page 3)

Verizon Fios TV (page 4)

Verizon Online (page 5)

Other Providers (page 6)

Total New Charges Due May 14

A prior month's balance is overdue, a late  
payment charge has been assessed.

Total Due

These monthly charges are for your service from  
March 11 to April 10.

Mail payments to:  
Verizon, PO Box 15124, Albany NY 12212-5124

Change of address?  
Go to [verizon.com/billingaddress](http://verizon.com/billingaddress) or call us.

▼ Detach & return payment slip with your check, payable to Verizon.

Account: [REDACTED]

New Charges Due: 05/14/16

Total Due [REDACTED]

Amount Paid:

\$ [REDACTED]

[REDACTED]  
NORWOOD MA 02062-3341

VERIZON  
PO Box 15124  
ALBANY NY 12212-5124



#### **Surcharges**

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- a Federal Subscriber Line and Access Recovery Charge applicable to state-to-state and international services that helps pay for the costs of providing and maintaining the local phone network;
- a Federal Universal Service Charge applicable to state-to-state and international services to recover fees imposed on us by the government to support universal service;
- a Long Distance Access Charge to help defray the cost of access charges and fees that local exchange companies assess on us or our agents for state-to-state and international calling;
- a Carrier Cost Recovery Charge applicable to long distance customers that helps defray the costs we pay to support state-to-state Telecommunication Relay Service, government number administration, local number portability, and other fees assessed by the FCC;
- a Long Distance Administrative Charge to help defray account servicing costs for state-to-state and international calling; and,
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Please note that these surcharges are charges, not taxes or governmental fees. These charges, and what is included in these charges, are subject to change from time to time. For additional information regarding the charges on your Verizon bill, please visit [verizon.com](http://verizon.com) or call the number listed on your bill.

#### **Discontinuance of Certain Services**

Subject to applicable regulatory approvals, on or after July 8, 2016, your Verizon local exchange company\*, Verizon Long Distance LLC and Verizon Select Services Inc. (collectively "Verizon") will no longer offer domestic or international Person-to-Person, 3rd Number Billing, or Collect Call operator services anywhere in the United States or elsewhere. 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 Section 63.71 Application of Verizon. 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.

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Billing Date: 04/28/16 Page 1 of 12

Telephone Number: [REDACTED]

Account Number: [REDACTED]

How to Reach Us: See page 2

XXXXXXXXXX XXXXXXXXXXXXXXX

### Account Summary

Previous Charges

Payments Received

Past Due Charges

New Charges

Verizon (page 4)

Verizon Long Distance (page 8)

Total New Charges due May 27

Total Due

A late payment charge not to exceed 1.5% applies to any balance carried forward to next month's bill.

### Mail Payments to :

Verizon, PO Box 4830, Trenton, NJ 08650-4830.

### Change of Address

Go to [verizon.com/billingaddress](http://verizon.com/billingaddress) or call us.

▼ Detach & return payment slip with your check, payable to Verizon

Account: [REDACTED]

New Charges Due: 05/27/16

Total Due: [REDACTED]

Amount Paid:

\$ [ ] [ ] [ ] . [ ] [ ]

XXXXXXXXXX XXXXXXXXXXXXXXX

XXXXXXXXXX XXXXXXXXXXXXXXX

ESYNGAKKL AK

78628

VERIZON

PO Box 4830

TRENTON NJ 08650-4830

**How to Reach Us**

Billing Questions	enterprisecenter.verizon.com	1-800-315-4477	8:30am - 5pm M-F
Order Questions	enterprisecenter.verizon.com	1-800-315-4477	8:30am - 5pm M-F
Online billing and payment	enterprisecenter.verizon.com		24 hours a Day
Repair	enterprisecenter.verizon.com	1-800-297-2355	24 hours a Day
Pay By Phone*	(third party fee applies)	1-800-345-6563	24 hours a Day
Payment Arrangements		1-800-440-8052	7:00am-6:00pm CST M-F

\*Pay By Phone - This service is optional and provided by an independent third party vendor for a fee.

**For Your Information**

Verizon-Maryland is regulated by the Maryland Public Service Commission.

**Correspondence**

Go to [verizon.com/contactus](http://verizon.com/contactus) or mail to  
PO Box 4846 Trenton, NJ 08650-4846

**Automatic Bill Payment Enrollment for Account [REDACTED]**

Enroll at [verizon.com](http://verizon.com), or complete 4 steps below to authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. This also enrolls you in Paperless billing.  
To discontinue Automatic Bill Payment, you must call Verizon.

1. Check box

☐

2. Sign here

3. Put date here

4. Print email address here



Go Green! Go Paperless Billing! Pay Electronically!

**Pay Per Use Rate Increases - MD**

**Pricing Changes for Business Services**

On or after May 21, 2016, Pay Per Use rates for the features (where available) listed below will be adjusted.

- \*69, Busy Redial, and 3 Way Calling will change to \$0.86.
- Call Trace will change to \$1.15.

These increases do not affect customers who subscribe to these services on a monthly, rather than Pay Per Use, basis. You may avoid incurring charges for these features by not using these optional features.

**Improve CustoPAK Bill Display**

Attention CustoPAK Customers - DC, MD, VA, PA

Effective on or about May 21, 2016, in order to streamline billing, all CustoPAK customers will have their Exchange Access and Intercommunication rates combined into a single CustoPAK line rate. There will be no change or disruption to service. No action is required on your part.

**Electronic Fund Transfer (EFT)**

Paying by check authorizes us to process your check or use the check information for a one-time EFT from your bank account. Verizon may retain this information to send you electronic refunds or enable your future electronic payments to us. If you do not want Verizon to retain your bank information, call 1-888-500-5358.

**Discontinuance of Certain Services**

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**TO OUR BUSINESS CUSTOMERS WITH CALLER ID, CALL FORWARDING, CALL WAITING AND VOICEMAIL**

Effective on or after June 18, 2016, Verizon will grandfather Caller ID Number Only, Call Forwarding - Don't Answer, Call Forwarding - Busy Line, and Call Waiting ID Deluxe. Verizon will no longer offer these services to new customers and will not allow existing customers to make moves, adds, or changes to these services. However, you may terminate these services at any time. For more information concerning other service options, or if you would like to speak with someone concerning this issue, please call Verizon at the toll-free number reflected on this invoice.

Primary Phone: [REDACTED]  
Account Number: [REDACTED]  
Bill Date: April 1, 2016

#### Get answers fast

- Click to chat at [verizon.com/liveagent](http://verizon.com/liveagent)
- Call 1.800.Verizon (1.800.837.4966)
- Customers with disabilities call 1.800.974.6006 (voice or TTY)

## Account Summary

### Previous Period

Previous Balance [REDACTED]  
No Payment Received [REDACTED]

**Overdue - Please Pay Now**

### Current Charges

Services & Equipment [REDACTED] 4/1 - 4/30  
Fees & Other Charges [REDACTED]  
**Current Charges Due by April 26**

### Total Due

To avoid a late payment charge of \$5 or 1.5% of your total due, whichever is greater, full payment must be received before Apr 26, 2016.

## What changed?

- A Late Payment Charge of \$5.00 was added.

## ★ Offers & benefits

### Entertainment offer

There is always something great on TV with premium channels. Add Starz for only \$10/month. Enjoy favorite hit series like Outlander. Call us at 1.888.230.4788 or tune to channel 860. Availability varies and restrictions apply.

### Entertainment offer

There is always something great on TV with premium channels. Add HBO for only \$10/month. Enjoy favorite hit series like Game of Thrones. Call us at 1.888.240.8918 or tune to channel 860. Availability varies and restrictions apply.

## \$ More ways to pay

Never be late again! Auto Pay at [verizon.com/autopay](http://verizon.com/autopay) and you're always on time, or use:

- [verizon.com/payonline](http://verizon.com/payonline) to make a single online payment
- My Fios app
- 1.800.837.4966 to pay by phone
- [verizon.com/paymentlocations](http://verizon.com/paymentlocations) to pay in person

Send this stub with your payment

Account Number [REDACTED]

**Total Due:** [REDACTED]

Make check payable to Verizon

\$ \_\_\_\_\_

NEWARK NJ 07112

VERIZON  
PO BOX 4830  
TRENTON NJ 08650-4830

Primary Phone: [REDACTED]  
Account Number: [REDACTED]  
Bill Date: April 1, 2016

## Important

### Important Information Regarding

#### Telecommunications Relay Service (TRS)

TRS provides an operator to telephone users who use text telephones (TTY) or web capable devices (WCD) because they are deaf, hard of hearing, or speech disabled. From payphones, TRS local calls are free; toll calls must be billed to calling cards, prepaid cards (PPC), collect or third party billing. PPC information is available online at [fcc.gov/consumers/guides/prepaid-phone-cards-what-consumers-should-know](http://fcc.gov/consumers/guides/prepaid-phone-cards-what-consumers-should-know).

TRS is provided 24 hours a day, 365 days per year with no time limits. For further information call your state TRS Provider, visit the FCC's TRS web site at [fcc.gov/general/telecommunications-relay-services-trs](http://fcc.gov/general/telecommunications-relay-services-trs), or read the explanation available in telephone books. Available TRS methods are explained below.

To call a TTY user, dial TRS at 711. A Communications Assistant (CA) will place your call and type your spoken words for the TTY user. The CA will read to you the messages the TTY user sends you. Calls are private, confidential and uncensored. While there is no charge to TRS users for TTY, regular phone charges do apply.

Speech-to-Speech Service (STS) is another form of TRS available by calling 711. The CA can assume an active or passive role in repeating the conversation and follows the same guidelines as with TTY calls.

IP Relay Service is a form of TRS which relays calls from a WCD. A CA follows the TTY call guidelines. To use IP Relay:

- connect a WCD to an Internet Service Provider
- type in your TRS IP Internet address
- enter your 10 digit presubscribed number
- select your preferred relay operator's icon

Video Relay Service (VRS) relays calls for those using sign language. VRS information is available at [fcc.gov/consumers/guides/video-relay-services](http://fcc.gov/consumers/guides/video-relay-services). Some TRS providers offer Captioned Telephone Service (CTS) which is accessed with a captioned telephone and available for persons with some residual hearing.

#### FUSF Fee Changes April 1, 2016

Your Federal Universal Service Fund (FUSF) fee may change on April 1, 2016. Authorized and reviewed quarterly by the FCC, the FUSF funds programs to keep local telephone rates affordable for all customers and provides discounts to schools, libraries, rural health care providers, and low-income families.

#### Surcharges

Surcharges include:

- a Federal Subscriber Line and Access Recovery Charge applicable to state-to-state and international services that helps pay for the costs of providing and maintaining the local phone network;
- a Federal Universal Service Charge applicable to state-to-state and international services to recover fees imposed on us by the government to support universal service;
- a Carrier Cost Recovery Charge applicable to long distance customers that helps defray our costs for terminating calls on other networks, fees paid to support government programs such as Telecommunications Relay Service and local number portability, and other Federal Communications Commission-assessed charges;

- a Long Distance Administrative Charge applicable to long distance customers to help defray account servicing costs for state-to-state and international calling;
- a Federal Regulatory Fee applicable to recover the annual per video subscriber fee payment made to the FCC; and,
- a FDV Administrative Charge applicable per Fios Digital Voice line to help defray account-servicing costs associated with providing voice services.

Please note that the surcharges are charges, not taxes. These charges, and what is included in these charges, are subject to change from time to time. For additional information regarding the charges on your Verizon bill, please visit [verizon.com](http://verizon.com) or call the number listed on your bill.

#### Discontinuance of Certain Services

Subject to applicable regulatory approvals, on or after July 8, 2016, your Verizon local exchange company\*, Verizon Long Distance LLC and Verizon Select Services Inc. (collectively "Verizon") will no longer offer domestic or international Person-to-Person, 3rd Number Billing, or Collect Call operator services anywhere in the United States or elsewhere. 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 Verizon. 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.

\*The Verizon local exchange companies are Verizon Delaware LLC, Verizon Maryland LLC, Verizon New England Inc., Verizon New Jersey Inc., Verizon New York Inc., Verizon North LLC, Verizon Pennsylvania LLC, Verizon South Inc., Verizon Washington, DC Inc., and Verizon Virginia LLC.

#### Changes to Directory Assistance Service

On June 7, 2016, the price for Local Directory Assistance and National Directory Assistance is increasing from \$1.99 to \$2.49 per call. Additionally, there will no longer be one free Local Directory Assistance call each month.

Verizon values your business and offers many services that can enhance your Internet, TV and phone experience.

## Customer Notices

### Customer Proprietary Network Information (CPNI) Notice for Residential, Small and Medium Business Customers

CPNI is information that relates to the type, quantity, destination, technical configuration, location, amount of use, and billing information of your telecommunications or interconnected VoIP services. This information is made

Billing Date: 04/01/16 Page 1 of 16  
Telephone Number: [REDACTED]  
Account: [REDACTED]  
How to Reach Us: See page 2

[REDACTED]  
NEW ROCHELLE NY 10801-6010

### Account Summary

#### Previous Charges

Payment Received Feb 29. Thank You.

#### Balance Forward

#### New Charges

Verizon (page 3)

Verizon Fios TV (page 4)

Verizon Online (page 5)

Other Providers (page 5)

Total New Charges Due April 28

Balances carried to the next bill may be assessed  
a 1 5% late payment charge.

Total Due



#### Thinking of adding services?

You can rely on Verizon products and services to help you grow your business, whether you are switching to Fios, upgrading your current plan or adding broadband services or another phone line. Call 1-888-745-7222 and get a written Firm Price Quote of your monthly charges before you commit.

Mail payments to:  
Verizon, PO Box 15124, Albany NY 12212-5124

Change of address?  
Go to [verizon.com/billingaddress](http://verizon.com/billingaddress) or call us.

▼ Detach & return remit slip with your payment to Verizon.

Account: [REDACTED]

New Charges Due: 04/28/16

Total Due [REDACTED]

Amount Paid:

\$ [REDACTED]

[REDACTED]  
NEW ROCHELLE NY 10801-6010  
[REDACTED]

VERIZON  
PO BOX 15124  
ALBANY NY 12212-5124  
[REDACTED]

#### **Surcharges**

##### **Surcharges include:**

- a Federal Subscriber Line and Access Recovery Charge applicable to state-to-state and international services that helps pay for the costs of providing and maintaining the local phone network;
- a Federal Universal Service Charge applicable to state-to-state and international services to recover fees imposed on us by the government to support universal service;
- a Long Distance Access Charge to help defray the cost of access charges and fees that local exchange companies assess on us or our agents for state-to-state and international calling;
- a Carrier Cost Recovery Charge applicable to long distance customers that helps defray the costs we pay to support state-to-state Telecommunication Relay Service, government number administration, local number portability, and other fees assessed by the FCC;
- a Long Distance Administrative Charge to help defray account servicing costs for state-to-state and international calling; and,
- a Federal Regulatory Fee applicable to recover the annual per video subscriber fee payment made to the FCC.

Please note that these surcharges are charges, not taxes or governmental fees. These charges, and what is included in these charges, are subject to change from time to time. For additional information regarding the charges on your Verizon bill, please visit [verizon.com](http://verizon.com) or call the number listed on your bill.

#### **Discontinuance of Certain Services**

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Billing Date: 04/01/16 Page 1 of 8

Telephone Number : [REDACTED]

Account Number: [REDACTED]

Account Summary

Previous Charges

No Payment Received

Past Due Charges (please pay now)

New Charges

Verizon (page 3)

Total New Charges Due Apr 28, 2016

Total Due

Questions about your bill? Call 1 888 244-4440  
See page 2 for all other Verizon contact information.

Change of billing address?

Go to [verizon.com/billingaddress](http://verizon.com/billingaddress) or call us.

▼ Detach & return payment slip with your check, payable to Verizon.

Account: [REDACTED]

New Charges Due: Apr 28, 2016 [REDACTED]

Total Due: [REDACTED]

Amount Paid :

\$ [REDACTED]

[REDACTED]  
BENSALEM PA 19020

[REDACTED]  
VERIZON  
PO BOX 15124  
ALBANY NY 12212-5124

### For Your Information

available in telephone books. Available TRS methods are explained below.

To call a TTY user, dial TRS at 711. A Communications Assistant (CA) will place your call and type your spoken words for the TTY user. The CA will read to you the messages the TTY user sends you. Calls are private, confidential and uncensored. While there is no charge to TRS users for TTY, regular phone charges do apply.

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- \* connect a WCD to an Internet Service Provider
- \* type in your TRS IP Internet address
- \* enter your 10 digit presubscribed number
- \* select your preferred relay operator's icon

Video Relay Service (VRS) relays calls for those using sign language. VRS information is available at [fcc.gov/consumers/guides/video-relay-services](http://fcc.gov/consumers/guides/video-relay-services). Some TRS providers offer Captioned Telephone Service (CTS) which is accessed with a captioned telephone and available for persons with some residual hearing.

#### Discontinuance of Certain Services

Subject to applicable regulatory approvals, on or after July 8, 2016, your Verizon local exchange company\*, Verizon Long Distance LLC and Verizon Select Services Inc. (collectively "Verizon") will no longer offer domestic or international Person-to-Person, 3rd Number Billing, or Collect Call operator services anywhere in the United States or elsewhere. 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 section 63.71 Application of Verizon. 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.

\*The Verizon local exchange companies are Verizon Delaware LLC, Verizon Maryland LLC, Verizon New England Inc., Verizon New Jersey Inc., Verizon New York Inc., Verizon North LLC, Verizon Pennsylvania LLC, Verizon South Inc., Verizon Washington, DC Inc., and Verizon Virginia LLC.

#### TO OUR BUSINESS CUSTOMERS WITH CALLER ID, CALL FORWARDING, CALL WAITING AND VOICEMAIL

Effective on or after June 18, 2016, Verizon will grandfather Caller ID Number Only, Call Forwarding - Don't Answer, Call Forwarding - Busy Line, and Call Waiting ID Deluxe. Verizon will no longer offer these services to new customers and will not allow existing customers to make moves, adds, or changes to these services. However, you may terminate these services at any time. For more information concerning other service options, or if you would like to speak with someone concerning this issue, please call Verizon at the toll-free number reflected on this invoice.

#### Surcharges

Surcharges include:

- \* a Federal Subscriber Line and Access Recovery Charge applicable to state-to-state and international services that helps pay for the costs of providing and maintaining the local phone network;
- \* a Federal Universal Service Charge applicable to state-to-state and international

Billing Date: 04/10/16 Page 1 of 9  
Telephone Number: [REDACTED]  
Account: [REDACTED]  
How to Reach Us: See page 2

[REDACTED]  
N SCITUATE RI 02857-1262

**Account Summary**

Previous Charges	[REDACTED]
Payment Received	
Balance Forward	
New Charges	
Late Payment Charge	[REDACTED]
Verizon (page 3)	
Verizon Fios TV (page 3)	
Verizon Online (page 4)	
Verizon Long Distance (page 4)	
Total New Charges Due May 2	

A prior month's balance is overdue, a late payment charge has been assessed.

Total Due [REDACTED]

These monthly charges are for your service from March 11 to April 10.

Mail payments to:  
Verizon, PO Box 15124, Albany NY 12212-5124

Change of address?  
Go to [verizon.com/billingaddress](http://verizon.com/billingaddress) or call us.

▼ Detach & return payment slip with your check, payable to Verizon.

Account [REDACTED]

New Charges Due: 05/02/16

Total Due [REDACTED]

Amount Paid:

\$ [REDACTED]

[REDACTED]  
N SCITUATE RI 02857-1262

VERIZON  
PO Box 15124  
ALBANY NY 12212-5124  
[REDACTED]  
[REDACTED]

#### Surcharges

##### Surcharges include:

- a Federal Subscriber Line and Access Recovery Charge applicable to state-to-state and international services that helps pay for the costs of providing and maintaining the local phone network;
- a Federal Universal Service Charge applicable to state-to-state and international services to recover fees imposed on us by the government to support universal service;
- a Long Distance Access Charge to help defray the cost of access charges and fees that local exchange companies assess on us or our agents for state-to-state and international calling;
- a Carrier Cost Recovery Charge applicable to long distance customers that helps defray the costs we pay to support state-to-state Telecommunication Relay Service, government number administration, local number portability, and other fees assessed by the FCC;
- a Long Distance Administrative Charge to help defray account servicing costs for state-to-state and international calling; and,
- a Federal Regulatory Fee applicable to recover the annual per video subscriber fee payment made to the FCC.

Please note that these surcharges are charges, not taxes or governmental fees. These charges, and what is included in these charges, are subject to change from time to time. For additional information regarding the charges on your Verizon bill, please visit [verizon.com](http://verizon.com) or call the number listed on your bill.

#### Discontinuance of Certain Services

Subject to applicable regulatory approvals, on or after July 8, 2016, your Verizon local exchange company\*, Verizon Long Distance LLC and Verizon Select Services Inc. (collectively "Verizon") will no longer offer domestic or international Person-to-Person, 3rd Number Billing, or Collect Call operator services anywhere in the United States or elsewhere. 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 Section 63.71 Application of Verizon. 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.

\*The Verizon local exchange companies are Verizon Delaware LLC, Verizon Maryland LLC, Verizon New England Inc., Verizon New Jersey Inc., Verizon New York Inc., Verizon North LLC, Verizon Pennsylvania LLC, Verizon South Inc., Verizon Washington, DC Inc., and Verizon Virginia LLC.

Billing Date: 04/28/16 Page 1 of 16

Telephone Number: [REDACTED]

Account Number: [REDACTED]

How to Reach Us: See page 2

XXXXXXXXXX XXXXXXXXXXXXXXXX

### Account Summary

Previous Charges

Payments Received

Past Due Charges

### New Charges

Verizon (page 4)

Verizon Online (page 9)

Verizon Long Distance (page 10)

Verizon Fios TV (page 8)

**Total New Charges due May 27**

To avoid a late payment charge of \$5 or 1.5% of your total due, whichever is greater, full payment must be received before May 27, 2016.

**Total Due**

This bill was mailed on 05/04/16

### Mail Payments to :

Verizon, PO Box 4830, Trenton, NJ 08650-4830.

### Change of Address

Go to [verizon.com/billingaddress](http://verizon.com/billingaddress) or call us.

▼ Detach & return payment slip with your check, payable to Verizon

Account: [REDACTED]

New Charges Due: 05/27/16

**Total Due:** [REDACTED]

Amount Paid:

\$ [ ] [ ] [ ] [ ] . [ ] [ ]

XXXXXXXXXX XXXXXXXXXXXXXXXX

XXXXXXXXXX XXXXXXXXXXXXXXXX

HENRICO VA

23294

VERIZON

PO Box 4830

TRENTON NJ 08650-4830

#### Discontinuance of Certain Services

Subject to applicable regulatory approvals, on or after July 8, 2016, your Verizon local exchange company\*, Verizon Long Distance LLC and Verizon Select Services Inc. (collectively "Verizon") will no longer offer domestic or international Person-to-Person, 3rd Number Billing, or Collect Call operator services anywhere in the United States or elsewhere. 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 section 63.71 Application of Verizon. 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.

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#### TO OUR BUSINESS CUSTOMERS WITH CALLER ID, CALL FORWARDING, CALL WAITING AND VOICEMAIL

Effective on or after June 18, 2016, Verizon will grandfather Caller ID Number Only, Call Forwarding - Don't Answer, Call Forwarding - Busy Line, and Call Waiting ID Deluxe. Verizon will no longer offer these services to new customers and will not allow existing customers to make moves, adds, or changes to these services. However, you may terminate these services at any time. For more information concerning other service options, or if you would like to speak with someone concerning this issue, please call Verizon at the toll-free number reflected on this invoice.

#### Verizon Fios TV

If you have questions about Fios TV, please call 1 888 244-4440

Fios TV Customer Account Number: [REDACTED]

Thank you for using Fios

#### New Charges

##### Services

1. Fios TV Select HD - Public
2. Solutions for Business Bundle Discount
3. (Rent): HD Set-Top Box 2 @ 11.99

##### Total Services

##### Tax & Fees

4. VA Communications Sales Tax
5. State Sales Tax
6. PEG Grant Fee



## MCI Business Gold

SANTA FE SPRINGS, CA 90670-4533

Invoice Date: 4/1/16  
Account Number: [REDACTED]  
Primary Telephone Number: [REDACTED]

Page 1 of 5

☎ FOR 24 HOUR CUSTOMER SERVICE CALL

**1-800-444-2222**

Previous Balance	Payments	Adjustments	Remaining Balance	Current Charges	Total Amount Due	Due Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

### Current Charges

Long Distance Service (MCI Business Gold )  
Taxes and Surcharges

Total Current Charges

Long distance service provided by MCI Communications Services, Inc.  
Local service provided by MCI metro Access Transmission Services LLC (MCI metro) or an affiliate

### Savings

At MCI, we're always looking for new ways to help your business save money. To find out how you can increase your savings, just call an MCI Customer Service Professional.

### For Your Information

✂ Please detach and return this remittance with your payment. Payment must be received by the DUE DATE to appear on next month's invoice.



Account Number	Total Amount Due	Due Date	Amount Enclosed
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



Please check here and complete reverse side for address changes.



Send Payment To:

SANTA FE SPRINGS, CA 90670-4533

|||||  
MCI  
P.O. BOX 15043  
ALBANY, NY 12212-5043



Important Notification

Important Notification

Thank you for choosing MCI, a Verizon company.

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.

For Customer Service call 1-800-444-2222 between 9am - 8pm ET Monday - Friday.

If you are subject to pending bankruptcy proceedings or if you received a bankruptcy discharge, and if this statement includes charges for service prior to the filing of your bankruptcy petition, MCI is providing the pre-bankruptcy charges for your information only and you should not pay those pre-bankruptcy charges. Please direct all correspondence concerning any bankruptcy to 500 Technology Drive, Suite 550, Weldon Spring, MO 63304.

If you fail to pay your bill, MCI may submit a negative credit report to a credit reporting agency, which will negatively affect your credit report.

**Discontinuance of Certain Services:** Pending applicable regulatory approvals, on or after July 8, 2016, MCI Communications Services, Inc. will no longer offer Person-to-Person, 3rd Number Billing, or Collect Call operator services throughout the United States to customers that MCI serves as an Interexchange carrier or facility-based local carrier. 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 MCI Communications Services, Inc. (d/b/a Verizon Business Services). 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.

**FEDERAL UNIVERSAL SERVICE FEE TO CHANGE TO 17.9%, EFFECTIVE APRIL 1, 2016**

In response to changes in carrier contribution factors established by the Federal Communications Commission, MCI's Federal Universal Service Fee (FUSF) will be adjusted from 18.2% to 17.9%, effective April 1, 2016. FUSF helps fund telephone connections, especially in high-cost areas, as well as communication and information services to schools, libraries, and rural healthcare facilities. FUSF is applied to eligible interstate and international telecommunications charges, and to interconnected voice over IP charges. FUSF is defined in the General Service Agreement posted at [http://consumer.mci.com/mci\\_service\\_agreement/sb\\_GSA.jsp](http://consumer.mci.com/mci_service_agreement/sb_GSA.jsp), and appears on your invoice under the 'Taxes and Surcharges' heading.



# STATEMENT

[View Other Statements](#) [Make an Instant Payment](#) [Request a Credit](#) [View Recent Credits](#) [Important Regulatory Messages](#)

**If I don't recognize a number on my bill, how can I find out who I called?**

Simply click on the phone number listed on your statement.

If the phone number is listed, the corresponding name and address will appear.

Neighborhood Account:

Telephone Number:

Statement Date: 04/13/16

Page 1 of 6

Customer Service: [www.mci.com](http://www.mci.com)

1 888 624-5622

## Summary of Charges

Previous Charges.....  
Payments through 04/12/16.....  
Long Distance Adjustments.....  
Balance Forward.....  
Late Payment Charge @ 1.50%.....

Current Charges.....

Total Amount Due.....

Past-Due Charges Due.....

Current Charges Due.....

UPON RECEIPT

05/09/16

Please See Reverse For Important Account Information

REMINDER: A 1.50% late payment charge will apply to any unpaid balance as of May 12, 2016 .



**PLEASE FOLD BELOW AND DETACH. RETURN ONLY THE LOWER PORTION**



.....

Statement Date: April 13, 2016

Neighborhood Account:

Due Date: UPON RECEIPT

Balance Due:

Indicate  
amount paid

money order

Please make check or

SEND CASH.

PAYABLE TO MCI. DO NOT

Neighborhood Account: [REDACTED]  
Telephone Number: [REDACTED]

Statement Date: 04/13/16  
Page 5 of 6

Customer Service: www.mci.com

1 888 624-5622

**Key to Rate Codes:**

24 Hr = Call Priced at 24-Hour Rate

**For Your Information ...**

For [REDACTED], MCI is your new carrier for: Long Distance and  
Local

Discontinuance of Certain Services: Pending applicable regulatory approvals, on or after July 8, 2016, MCI Communications Services, Inc. will no longer offer Person-to-Person, 3rd Number Billing, or Collect Call operator services throughout the United States to customers that MCI serves as an interexchange carrier or facility-based local carrier. 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 A63.71 Application of MCI Communications Services, Inc. (d/b/a Verizon Business Services). 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.

Neighborhood Account: [REDACTED]  
Telephone Number: [REDACTED]

Statement Date: 04/17/16  
Page 1 of 6

Customer Service: www.mci.com

1 888 624-5622

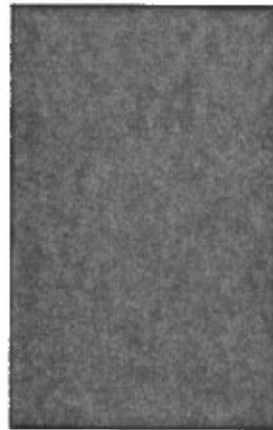
**Summary of Charges**

Previous Charges.....  
Payments through 04/16/16.....  
Balance Forward.....

Current Charges.....

Total Amount Due.....

Payment Due Date.....



REMINDER: A 1.50% late payment charge will apply to any  
unpaid balance as of May 14, 2016 .



**PLEASE FOLD BELOW AND DETACH. RETURN ONLY THE LOWER PORTION**



.....  
.....

[REDACTED] ate: April 17, 2016  
[REDACTED] nt Due Date: May 9, 2016  
[REDACTED]

Neighborhood Account:  
Balance Due:

Indicate  
amount paid

money order  
SEND CASH.  
your payment.

Please make check or  
PAYABLE TO MCI. DO NOT  
Return this form with

Neighborhood Account:  
Telephone Number:



Statement Date: 04/17/16  
Page 5 of 6

Customer Service: www.mci.com

1 888 624-5622

**Key to Rate Codes:**

24 Hr = Call Priced at 24-Hour Rate

**For Your Information ...**

The charges for your basic local service are \$61.13. This is the total of your monthly recurring charges for local service, your local usage, and the government mandated fees and taxes calculated on these services. Failure to pay these charges may result in disconnection of your basic local service and loss of dial tone. MCI will not disconnect your basic local service for failure to pay any other charges shown in this statement.

**Discontinuance of Certain Services:** Pending applicable regulatory approvals, on or after July 8, 2016, MCI Communications Services, Inc. will no longer offer Person-to-Person, 3rd Number Billing, or Collect Call operator services throughout the United States to customers that MCI serves as an interexchange carrier or facility-based local carrier. 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 A63.71 Application of MCI Communications Services, Inc. (d/b/a Verizon Business Services). 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.

**Local Operator Services Discontinuance:** Pending applicable regulatory approvals, on or after June 4, 2016, MCI Metro Access Transmission Services, LLC, will no longer offer Busy Line Verification or Interrupt, Person-to-Person, 3rd Number Billing, or Collect call operator services to customers whom MCI serves as a local exchange service carrier who reside in areas in which local exchange service is provided by any affiliate or subsidiary of AT&T not subject to MCI's applicable tariffs, online catalog schedules, General Service Agreement, and/or other communication from MCI regarding rates, terms and conditions of MCI service. If you have any questions please call the customer service telephone number located on your invoice.

verizon

Account Number: [REDACTED]

Invoice Number: [REDACTED]

Invoice Date: 04/25/2016

Region/Loc: [REDACTED]

To view and pay your invoice online visit  
[www.verizonenterprise.com](http://www.verizonenterprise.com)

Long distance service provided by MCI Communications Services, Inc  
d/b/a Verizon Business Services  
Local service provided by MCImetro Access Transmission Services, LLC  
d/b/a Verizon Access Transmission Services or an affiliate

[REDACTED]  
HINGHAM MA 02043

### Statement Summary

Current Usage Charges  
Current Monthly Recurring Charges  
Current Non-Recurring Charges  
Minimum Usage Charge  
Late Payment Charge

#### Sub-Total Current Charges

Federal Excise Tax  
State and Local Taxes  
Federal, State and Local Surcharges  
Federal Universal Service Fee (FUSF)

#### Total Taxes/Surcharges

Total Current Charges.....

Previous Balance  
Payments Received - Thank You  
Adjustments

Total Previous Balance.....

Total Amount Due [REDACTED]

Please return this portion upon receipt to ensure proper credit

Account Number: [REDACTED]

Total Due

Amount Enclosed

Invoice Number: [REDACTED]

Please mail correspondence to:  
VERIZON BUSINESS  
PO BOX 31307  
SALT LAKE CITY UT 84130-1307

Please remit payment to:

[REDACTED]  
HINGHAM MA 02043

Verizon Business  
P.O. BOX 15043  
ALBANY NY 12212-5043

☐ If billing address has changed, check here and complete reverse side

Verizon

Account Number: [REDACTED]

Invoice Date: 04/25/2016

Invoice Number: [REDACTED]

Page: 8

**Important Update**

Square, New Britain, CT 06051. The Authority may also be reached toll free within Connecticut at 1-800-382-4586 or 1-860-827-2622 from out of state.

**To our Texas Customers:**

A customer who believes that this bill includes unauthorized charges or that a Verizon Business account has been established without the customer's authorization should contact MCI. If the customer is not satisfied with the resolution from MCI, the customer may contact: Public Utility Commission of Texas, PO Box 13326, Austin, Texas 78711-3326, phone: (512) 936-7120 or toll-free in Texas at (888) 782-8477, fax: (512) 936-7003, e-mail address: customer@puc.state.tx.us. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

**To Our Customers In Ohio:** For questions regarding your MCI account, please call your MCI customer service number printed at the top of this page. If your complaint is not resolved after you have called MCI, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**Discontinuance of Certain Services:** Pending applicable regulatory approvals, on or after July 8, 2016, MCI Communications Services, Inc. (d/b/a Verizon Business Services) will no longer offer Person-to-Person, 3rd Number Billing, or Collect Call operator services throughout the United States to customers that MCI Communications Services, Inc. (d/b/a Verizon Business Services) serves as an interexchange carrier or facility-based local carrier. 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

**Important Update**

Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the '63.71 Application of MCI Communications Services, Inc. (d/b/a Verizon Business Services). 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.

Effective June 1, 2016, the prices, service descriptions, and terms and conditions applicable to the residential and small business intrastate (intraLATA and interLATA) Long Distance services provided to you by Verizon Business will be set forth in a Catalog Schedule rather than in tariffs on file at the Massachusetts Department of Telecommunications and Cable. You can view the Catalog Schedule online at [http://www.verizonbusiness.com/us/publications/state\\_tariffs/](http://www.verizonbusiness.com/us/publications/state_tariffs/). This modification does not result in a change, at this time, in the prices, terms or conditions of the services to which you currently subscribe. Your order of, use of, or payment for the services in the Catalog Schedule will constitute your agreement to be bound by the prices, terms and conditions set forth in the Catalog Schedule, and to subsequent changes in the Catalog Schedule made by Verizon Business from time to time. If you have any questions about this matter, please call Verizon Business at the toll free number 1-800-275-0100 or visit us at <http://www.verizonbusiness.com>.

TO OUR CUSTOMERS IN ARKANSAS: INCREASE OF ARKANSAS HIGH COST FUND ASSESSMENT RATE EFFECTIVE APRIL 1, 2016. The Arkansas High Cost Fund (AHCF) assessment rate will increase from 5.5% to 6.0%, effective April 1, 2016.

TO OUR CUSTOMERS WITH SERVICE IN MICHIGAN: MICHIGAN PSC INCREASED THE MICHIGAN ACCESS RESTRUCTURING MECHANISM RATE EFFECTIVE FEBRUARY 14, 2016. The Michigan Public Service Commission increased the Michigan Access Restructuring Mechanism contribution rate from 0.76% to 0.98% effective February 14, 2016. As a result, the surcharge on your bill associated with the Michigan Access Restructuring Mechanism will increase to .98% effective February 14, 2016.

Louisiana Do Not Call Program: The Louisiana Do Not Call Telephone Solicitation Relief Act of 2001 directs the Louisiana Public Service Commission to promulgate regulations and to compile and maintain a "Do Not



CUSTOMER SERVICE 1-800-893-5094  
CREDIT/COLLECTIONS 1-800-853-4495

Account Number: [REDACTED]

Invoice Number: [REDACTED]

Invoice Date: 04/16/2018

Region/Loc: [REDACTED]

### Statement Summary

Current Usage Charges  
Current Monthly Recurring Charges  
Current Non-Recurring Charges  
Minimum Usage Charge  
Late Payment Charge

#### Sub-Total Current Charges

Federal Excise Tax  
State and Local Taxes  
Federal, State and Local Surcharges  
Federal Universal Service Fee (FUSF)

#### Total Taxes/Surcharges

Total Current Charges.....

Previous Balance  
Payments Received - Thank You  
Adjustments

Total Previous Balance.....

**Total Amount Due**

Please return this portion upon receipt to ensure proper credit

Account Number: [REDACTED]

Total Due

Amount Enclosed

Invoice Number: [REDACTED]

Please mail correspondence to:  
TTI NATIONAL INC.  
PO BOX 31307  
SALT LAKE CITY UT 84130-1307

Please remit payment to:

TTI NATIONAL INC.  
P.O. BOX 15043  
ALBANY NY 12212-5043  
UNITED STATES OF AMERICA

☐ If billing address has changed, check here and complete reverse side





Account Number: [REDACTED]

Invoice Date: [REDACTED]

Invoice Number: [REDACTED]

Page: 7

### Important Update

Mississippi PSC Utility ID Number: 0818

#### To Our Customers in Connecticut:

If you have a problem, call tti National at the number listed on your bill. If you aren't satisfied, ask to speak with a supervisor. If the problem still exists, contact tti National's Executive Escalations office at 1-800-677-6580, tti national Executive Escalations, 500 2nd Avenue SE, Cedar Rapids, IA 52401. Either initially or upon dissatisfaction with our resolution of your complaint, you may notify the Department of Public Utility Control, Consumer Assistance, 10 Franklin Square, New Britain, CT 06051. The Authority may also be reached toll free within Connecticut at 1-800-382-4586 or 1-860-827-2622 from out of state.

#### To our Texas Customers:

A customer who believes that this bill includes unauthorized charges or that a tti National account has been established without the customer's authorization should contact MCI. If the customer is not satisfied with the resolution from MCI, the customer may contact: Public Utility Commission of Texas, PO Box 13326, Austin, Texas 78711-3326, phone: (512) 936-7120 or toll-free in Texas at (888) 782-8477, fax: (512) 936-7003, e-mail address: customer@puc.state.tx.us. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

**To Our Customers In Ohio:** For questions regarding your MCI account, please call your MCI customer service number printed at the top of this page. If your complaint is not resolved after you have called MCI, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**Discontinuance of Certain Services:** Pending applicable regulatory approvals, on or after July 8, 2016, TTI National, Inc. will no longer offer Person-to-Person, 3rd Number Billing, or Collect Call operator



Account Number: [REDACTED]

Invoice Date: 04/16/2016

Invoice Number: [REDACTED]

Page: 8

**Important Update**

services throughout the United States to customers that TTI National, Inc. serves as an interexchange carrier. 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 TTI National, Inc. 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.

Effective June 1, 2016, the prices, service descriptions, and terms and conditions applicable to the residential and small business intrastate (intraLATA and interLATA) Long Distance services provided to you by TTI will be set forth in a Catalog Schedule rather than in tariffs on file at the Massachusetts Department of Telecommunications and Cable. You can view the Catalog Schedule online at <http://www.ttinational.com>. This modification does not result in a change, at this time, in the prices, terms or conditions of the services to which you currently subscribe. Your order of, use of, or payment for the services in the Catalog Schedule will constitute your agreement to be bound by the prices, terms and conditions set forth in the Catalog Schedule, and to subsequent changes in the Catalog Schedule made by TTI from time to time. If you have any questions about this matter, please call TTI National at the toll free number 1-800-893-5094 or visit us at <http://www.ttinational.com>.

TO OUR CUSTOMERS IN ARKANSAS: INCREASE OF ARKANSAS HIGH COST FUND ASSESSMENT RATE EFFECTIVE APRIL 1, 2016. The Arkansas High Cost Fund (AHCF) assessment rate will increase from 5.5% to 6.0%, effective April 1, 2016.

TO OUR CUSTOMERS WITH SERVICE IN MICHIGAN: MICHIGAN PSC INCREASED THE MICHIGAN ACCESS RESTRUCTURING MECHANISM RATE EFFECTIVE FEBRUARY 14, 2016. The Michigan Public Service Commission increased the Michigan Access Restructuring Mechanism contribution rate from 0.76% to 0.98% effective February 14, 2016. As a result, the surcharge on your bill associated



One Verizon Way  
Basking Ridge, NJ 07920  
Phone: 908-559-6116

Via FedEx

June 7, 2016

Subject: Discontinuance of Operator Services.

Please note that pursuant to Section 6 B. (or such other section that may apply) of the Operator Services Agreement (and/or such other agreement, if any, under which Verizon provides any of the services described below to your company) ("Agreement") between our companies and/or applicable tariff or regulatory requirements, we are advising you of planned changes to operator services provided by Verizon to other carriers and wholesale customers, effective on or after August 9, 2016.

Pending applicable regulatory approvals, on or after August 9, 2016, the Verizon Incumbent Local Exchange Carriers and their applicable affiliates (individually and collectively the "Verizon Companies") will no longer offer the following three types of operator services: Person-to-Person, 3rd Number Billing, and Collect calls in the states of Connecticut, Delaware, New Jersey, New York, Maryland, Massachusetts, North Carolina, Pennsylvania, Rhode Island, Virginia, and Washington, D.C. as listed below:

Company	Geographic Areas of Service
Verizon Delaware LLC	Delaware
Verizon Maryland LLC	Maryland
Verizon New England Inc.	Massachusetts, Rhode Island
Verizon New Jersey Inc.	New Jersey
Verizon New York Inc.	New York, Connecticut
Verizon North LLC	Pennsylvania
Verizon Pennsylvania LLC	Pennsylvania
Verizon South Inc.	North Carolina, Virginia
Verizon Washington DC Inc.	Washington, DC
Verizon Virginia LLC	Virginia

The address for the above Verizon Companies for purposes of this notification and related application is 22001 Loudoun County Pkwy, Room F2-1-610B, Ashburn, VA 20147. These services are all outdated legacy services. Collect Calling is a billing arrangement by which the charge for an operator assistance call may be reversed (charged to the called station) provided the charge is accepted at the called station. Person-to-Person Calling is a service where the person originating an operator assistance call specifies to the Company operator a particular person, mobile service point, or particular PBX service point, department, or office to be reached. Billed to Third Party is a billing arrangement by which an operator assistance call may be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated.

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 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 Verizon. 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.

David T. Hicks  
Senior Manager- Product Management/Development  
Wireline Consumer & Mass Business

## SERVICE LIST

Twinkle Andress Cavanaugh  
President  
Alabama Public Service Commission  
P.O. Box 304260  
Montgomery, AL 36130

The Honorable Robert J. Bentley  
Office of the Governor  
State Capitol  
600 Dexter Avenue  
Montgomery, AL 36130-2751

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Regulatory Commission of Alaska  
701 West Eighth Avenue, Suite 300  
Anchorage, AK 99501-3469

The Honorable Bill Walker  
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P.O. Box 110001  
Juneau, AK 99811-0001

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Executive Director  
American Samoa Telecommunications  
Authority  
Fagatogo Telecommunications Bldg.  
P.O. Box M  
Pago Pago, AS 96799

The Honorable Lolo Matalasi Moliga  
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Arkansas Public Service Commission  
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Little Rock, AR 72203-0400

The Honorable Asa Hutchinson  
Office of the Governor  
State Capitol, Room 250  
500 Woodlane Ave.  
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505 Van Ness Avenue  
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136 State Capitol Building  
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New Britain, CT 06051

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111 State Capitol  
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State Capitol  
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Maine Public Utilities Commission  
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Annapolis, MD 21401-1925

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Massachusetts Department of  
Telecommunications and Cable  
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Chair  
Minnesota Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
St. Paul, MN 55101-2147

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Office of the Governor  
116 Veterans Service Building  
20 W 12th Street  
St. Paul, MN 55155

Brandon Presley  
Chairman  
Mississippi Public Service Commission  
P.O. Box 1174  
Jackson, MS 39215-1174

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Office of the Governor  
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Jackson, MS 39205

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Chairman  
Missouri Public Service Commission  
200 Madison Street  
P.O. Box 360  
Jefferson City, MO 65102-0360

The Honorable Jay Nixon  
Office of the Governor  
P.O. Box 720  
Jefferson City, MO 65102

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Chairman  
Montana Public Service Commission  
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P.O. Box 202601  
Helena, MT 59620-2601

The Honorable Steve Bullock  
Office of the Governor  
P.O. Box 200801  
Helena, MT 59620-0801

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Chair  
Nebraska Public Service Commission  
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Lincoln, NE 68508

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Office of the Governor  
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Lincoln, NE 68509-4848

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Chairman  
Nevada Public Utilities Commission  
1150 East William Street – Suite 250  
Carson City, NV 89701-3109

The Honorable Brian Sandavol  
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State Capitol Building  
101 North Carson Street  
Carson City, NV 89701

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Chairman  
New Hampshire Public Utilities  
Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429

The Honorable Maggie Hassan  
Office of the Governor  
State House  
107 North Main Street  
Concord, NH 03301

Richard Mroz  
President  
New Jersey Board of Public Utilities  
44 S. Clinton Avenue, 7<sup>th</sup> Floor  
Trenton, NJ 08625

The Honorable Chris Christie  
Office of the Governor  
P.O. Box 001  
Trenton, NJ 08625

Valeria Espinoza  
Chair  
New Mexico Public Regulation  
Commission  
1120 Paseo de Peralta  
P.O. Box 1269  
Santa Fe, NM 87504

The Honorable Susana Martinez  
Office of the Governor  
490 Old Santa Fe Trail  
Room 400  
Santa Fe, NM 87501

Audrey Zibelman, Chair  
New York Public Service Commission  
Empire State Plaza  
Agency Building 3  
Albany, NY 12223-1350

The Honorable Andrew M. Cuomo  
Governor of New York  
NYS State Capitol Building  
Albany, NY 12224

Edward S. Finley Jr.  
Chairman  
North Carolina Utilities Commission  
4325 Mail Service Center  
Raleigh, NC 27699-4300

The Honorable Pat McCrory  
Office of the Governor  
20301 Mail Service Center  
Raleigh, NC 27699-0301

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North Dakota Public Service Commission  
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Bismarck, ND 58505-0480

The Honorable Jack Dalrymple  
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600 East Boulevard Avenue  
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Chairperson  
Northern Mariana Islands Commonwealth  
Utilities Corporation  
Capitol Hill  
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180 East Broad Street  
Columbus, OH 43215-3793

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77 South High Street  
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Bob Anthony  
Chairman  
Oklahoma Corporation Commission  
P.O. Box 52000  
Oklahoma City, OK 73152-2000

The Honorable Mary Fallin  
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