Verizon’s Network Transformation Project

a presentation for

Arlington Information Technology Advisory Commission (ITAC)

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Verizon is replacing the copper network with fiber optic technology

More power & reliability.

- We’re replacing our copper facilities with our more reliable, newer fiber-optic technology to deliver increased reliability, improved resistance to water/moisture and faster repair times.

- In addition, fiber-optics offers excellent voice quality and higher bandwidth potential to meet today's digital demands and the possibilities of tomorrow.
Verizon is replacing the copper network in your area with fiber optic technology

Simple & seamless.

- An expert technician will migrate your services to our 100% fiber-optic network at NO charge to you. *This is not FiOS service. You will not receive FiOS service unless you order FiOS service.*

- The pricing and features of your voice service will not change.

- If you have High Speed Internet service, you can upgrade to FiOS Internet at a special rate—just ask about this offer when you schedule your installation appointment.
What this means to our customers

Customer Impact

• Many customers currently have services that are already on fiber. These customers and the services they are using will not be impacted by the Network Transformation project.

• Customers with copper services MUST be transitioned to fiber over the next 12 to 36 months.

• After completion of the Network Transformation project all new services will be installed on fiber. The customer’s interface with Verizon (e.g., placing orders, etc.) will remain the same as it is today (e.g., business-as-usual (BAU)).

• Most existing copper-based services can be migrated to a like-for-like solution. Product Mapping exists to assist with providing alternative solutions where like-for-like services are not available.

Customer Benefits

• Improved service reliability (e.g. increased resistance to water/moisture, lightning, etc.)

• Expanded product availability

• Increased bandwidth
Improved customer experience

- ~1 million fiber migrations have already taken place
- ~2.4M service dispatches avoided
- Fewer service disruptions
- Reduces the need for customers to wait for a service appointment

Service Dispatch Rates

Before

After

Down 85%
Fiber Migration Process

Copper-Fed Home Configuration

Fiber-Fed Home Configuration

1 million customers better-served
Fiber-Optic Power Reserve

- Provided Free of charge for Network Transformation customers

- Improved customer control
  - Uses standard D-cell batteries; easy to replace
  - Has on/off switch

- Best-in-class backup power duration
  - Up to 25 hours backup power for voice service, which is up to 20 hours talk time

- More environmentally friendly than old lead acid batteries
## Project Timeline

### Timeline (subject to change)

<table>
<thead>
<tr>
<th>Central Office</th>
<th>Begin Date</th>
<th>Lines/Circuits</th>
<th>Estimated Time of Completion</th>
<th>Customers in 1H16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Falls Church</td>
<td>Sept. 2015</td>
<td>~13,900</td>
<td>One year</td>
<td>4,000</td>
</tr>
<tr>
<td>Columbia Pike</td>
<td>Jan. 2016</td>
<td>~13,500</td>
<td>Three years</td>
<td>4,500</td>
</tr>
<tr>
<td>Springfield</td>
<td>Jan. 2016</td>
<td>~11,200</td>
<td>Two years</td>
<td>4,000</td>
</tr>
</tbody>
</table>

### Project Success

- Verizon’s Network Transformation project has already successfully converted 35,000 lines/circuits in 22 Central Offices across six states (New York, Pennsylvania, Massachusetts, Rhode Island, New Jersey and Virginia).
## Communication Plan

<table>
<thead>
<tr>
<th>Event</th>
<th>Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter 0 (Mailed)</td>
<td>Day -45</td>
</tr>
<tr>
<td>Letter 1 (Mailed)</td>
<td>Day 1</td>
</tr>
<tr>
<td>ANA*</td>
<td>Day 8</td>
</tr>
<tr>
<td>OTM**</td>
<td>Day 20-30</td>
</tr>
<tr>
<td></td>
<td>Up to 6 attempts</td>
</tr>
<tr>
<td>Postcard</td>
<td>Day 35</td>
</tr>
<tr>
<td>SUSPEND</td>
<td>Day 46</td>
</tr>
<tr>
<td>DISCONNECT</td>
<td>Day 60</td>
</tr>
</tbody>
</table>

### Details:

- **A minimum of 90 days between when ‘Letter 0’ is mailed and if/ when a customer’s service is suspended.**
- **Dates are approximate and will vary to accommodate weekend responses and holidays.**
- **Communication method and schedule is dependent on customer response.**
- **Letters include a toll free number, hours of operation, and the Network Transformation website, which includes a Q&A section.**
- **ANA = Automated Dialer. Recorded message that customers can listen to and is a reminder of the letter they received.**
- **OTM = Outbound Tele-marketer. This is a person who calls and will make six (6) attempts to reach the customer.**
Migration Communication – Postcard

**Urgent action required to avoid service disruption within 7 days!**

**Important notice – make your call today!**
Verizon is upgrading its network in your area to our fiber-optic technology.

To avoid disruption of your Verizon service, you must call us at 1.877.439.7442 within 7 days.

For Verizon voice service, the upgrade will provide access to the same voice service you enjoy today at the same price, but over Verizon’s advanced all-fiber network. Verizon High Speed Internet customers are eligible for Fios internet service.

- She called and is on her way to better quality service.

Verizon Wireless services are not affected by this network upgrade.

**Frequently asked questions.**

**Do I need an appointment?**
Yes. Call us toll-free at 1.877.439.7442, Monday through Friday, 8am to 8pm and Saturday, 8am to 5pm to speak directly with one of our specialists. One of our expert technicians will perform the transition,

**How will this change affect my services?**
You will keep the same telephone service you currently enjoy.

**Will there be any additional charges to complete this telephone service work?**
No. You will not see any additional charges to your bill for voice service with this transition. Verizon High Speed Internet customers will receive Fios Internet service.

**What if I have additional questions?**
Call us toll-free at 1.877.439.7442, Monday through Friday, 8am to 8pm and Saturday, 8am to 5pm and we will be happy to answer any other questions, or visit our website to learn more: verizon.com/Fiosupgrade

**Confidential and proprietary materials for authorized Verizon personnel and outside agencies only. Use, disclosure or distribution of this material is not permitted to any authorized persons and third parties except by written agreement.**
Contact Information

This migration is REQUIRED. The installation process is simple and requires that you schedule an appointment, so please give us a call.

- We’re ready to take your call Mon-Fri, 8:00 a.m.- 8:00 p.m.; and Sat, 8:00 a.m.- 5:00 p.m.

- Residential customers: please call us at 1-877-439-7442

- Business customers: please call us at 1-877-505-1185

- More information about Verizon’s Network Transformation Project may also be found at: www.verizon.com/fiberupgrade
Network Transformation Migration Team

John Scheid, Associate Director
John’s background includes Engineering where he worked on everything from our legacy copper, SONET and FTTP networks. John brings with him over 20 years of experience in Engineering, Project Management and most recently as a Project Lead in the restoration of services for New York City after Hurricane Sandy. As a leader on Verizon’s Network Transformation Team John has led the successful conversion from copper to fiber in a number of key locations, include Wall Street.

Jim Dalton, Project Manager
Jim most recently served as the New England region’s Network Evolution manager responsible for all fiber migration initiatives. Jim’s previous work experience also includes management roles supporting a number of FiOS-related functions including Installation and Maintenance and Network Engineering.

Julie Argent, Project Manager
Julie has 30 years of experience in the telecom industry, with 22 years as a Sales Engineer at Verizon. Julie has also worked as a Project Manager at Quotron, IXnet, and Radianz.

Al Dalessandro, Project Manager
Al has served in a variety of positions including a Network Technician and as a Supervisor in Network Engineering & Operations, Installation & Maintenance, and Construction. He was responsible for managing and refining the Migration Process for all Migration Orders in the 18 wire centers of Brooklyn NY. He also contributed to the restoration efforts in Brooklyn and Staten Island after Hurricane Sandy.
Frequently Asked Questions (FAQs)

Why do I have to call Verizon?
We are migrating our services in your area from our older copper network to our newer, more reliable fiber-optic technology. After the migration, we will no longer provide service in your area over the copper network. Our fiber-optic network allows us to provide higher quality services using a more reliable technology.

What happens if I do not schedule an appointment?
Your Verizon services will be suspended on or after 45 days from the date of your notification letter, if you do not allow Verizon reasonable access to your premises to install, maintain, or replace equipment and facilities that will enable us to move your service to our fiber-optic network. Once your service is suspended, you will only be able to call 9-1-1 and our customer service number, which is 1.800.VERIZON (1.800.837.4966). Approximately 14 days after being suspended, Verizon service at your address will be disconnected unless you allow us to move your service to our fiber-optic network.

Will I have to change my current service, and will the price increase?
The upgrade to fiber-optic technology, which will be performed at no cost to you, will give you access to the same Verizon voice service you currently have at the same price. Customers with our High Speed Internet service who upgrade to fiber will be offered our FiOS Internet product at a special rate.
Frequently Asked Questions (FAQs)

Will I be charged for the fiber installation or the new equipment?
There is no charge for the fiber extension to your home, nor is there a charge for any necessary equipment to migrate your Verizon telephone service to fiber. If you are migrating High Speed Internet to FiOS Internet or if you purchase additional services such as FiOS TV, you may be charged for the equipment for these services depending on which you select.

What equipment is needed in order for me to upgrade to the fiber network?
We will extend our fiber optic network to your home, and our technician will install an Optical Network Terminal (ONT) and backup power unit (described below) for voice service at your home. The placement of this equipment will vary depending on the type of home you live in. We should be able to use the existing wiring in your home, and you will be able to use your existing telephones.

What is the installation process?
You will need to schedule an installation appointment at a time when someone 18 years or older will be home or at your place of business. You will also need to provide access to a grounded or a three-prong electrical outlet, which we need to power the equipment. We will work with you to identify a convenient installation date. On the day of installation, our technician will install the equipment and ensure that your voice service is working properly with your equipment. If you choose to subscribe to new services such as FiOS Internet or FiOS TV, the technician will provide professional installation of those services as well. The technician will address any questions at the time of installation.
What is the battery backup?
The battery power unit is designed to provide you with backup power for your voice service in the event of a commercial power outage. Without the backup power unit, you will not have voice service during a power outage, and, if you have an alarm system, it may not be able to dial out to a central monitoring station. The backup power unit will allow you to make telephone calls on a corded telephone handset, but it will not power telephones with cordless handsets, alarm system equipment, or other devices or equipment that require power. To power those devices during a commercial power outage, you will need an alternative power source such as a generator.

What about 911 for emergencies?
There will be no changes to the 911 emergency services as a result of upgrading to our fiber network. In the event of an extended power outage that fully depletes battery power in the backup power unit, please put in a set of new batteries in order to place telephone calls, including 911 calls, from a corded telephone handset. Or you can use an alternative, such as a cell phone, to dial 911.

What if there is a medical emergency in my home?
If you or anyone presently and normally living in your home is seriously ill, we will not cut off your telephone service for up to 30 days during such illness provided you:

(a) have a physician certify by phone or in writing that such an illness exists and that the person will be endangered if your telephone service is stopped; and

(b) contact us at 1.877.439.7442 to place an order to transfer your voice service to fiber no later than thirty (30) days from the date of the notification you received.
I’m not sure I want FiOS. What are my alternatives?
This is not Fios voice service. It is your existing voice service, only provided over fiber instead of copper, at the same price, terms, and conditions. Any devices that rely on your current voice service, such as facsimile, security alarms connected to a central station, or medical monitoring equipment, will continue to work in the same way as they did over copper. For High Speed Internet customers, the product you currently have is not available on fiber, but Verizon can provide you with a Fios Internet product that is significantly faster at a special rate. In some cases, this price may be lower or higher than what you currently pay. If you would like to speak with a representative about any of our Fios products, Residential customers: please call us at 1.877.439.7442. Business customers: please call us at 1.877.505.1185.

What if I change service providers?
Providers using Verizon’s copper networks have been notified regarding copper-to-fiber transition and will also be required to migrate to Verizon’s fiber network. You may be able to move (or “port”) your number to a new provider that uses its own network and facilities.

How do I arrange to move my service to the Verizon fiber-optic network?
Please contact us within 30 days of the date you received your notification letter. Residential customers: please call us at 1-877-439-7442. Business customers: please call us at 1-877-505-1185. We are available Monday-Friday (8:00 a.m. – 8:00 p.m.) and Saturday (9:00 a.m. – 5:00 p.m.).