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August 13, 2015

Mr. Lowell McAdam
Chairman & CEO, Verizon Communications
1 Verizon Way
Basking Ridge, NJ 07920

Dear Chairman McAdam:

I am writing to urge Verizon to return to the bargaining table with CWA and the IBEW over a new contract for 39,000 workers from Massachusetts to Virginia.

It is my understanding that negotiations broke down on August 1 without a contract settlement because Verizon has insisted on severe givebacks from workers, including increases in health care costs, major reductions in pension coverage, and elimination of Family Leave and Accident Disability benefits. Telecommunications workers in New York City have a tough job and deserve these vital protections.

My office has received numerous calls from constituents related to service outages as Verizon abandons the copper network and expands FiOS access. During this period of transition, it is especially critical that Verizon reaches a speedy and fair resolution with its workers without sacrificing their standard of living so that it can focus its energies on upholding its service commitments to New York City consumers.

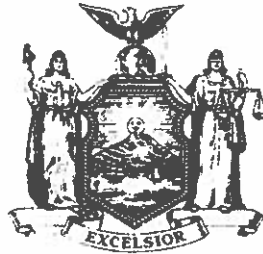
I urge Verizon to bring a swift end to its current contract dispute. I look forward to hearing from you at your earliest convenience. Please do not hesitate to contact my office at 212-633-8052 should you have any questions regarding this matter.

Best,

A handwritten signature in black ink that reads "Brad Hoylman". The signature is fluid and cursive, with a long horizontal stroke at the end.

Brad Hoylman
New York State Senate
27th District

New York State Senate



New York State Assembly

NEW YORK STATE LEGISLATURE

August 26, 2015

Hon. Audrey Zibelman, Chair
Public Service Commission of the State of New York
Department of Public Service
Three Empire State Plaza
Albany, New York 12223-1350

Dear Chair Zibelman:

Last year many of us, as part of the Connect NY Coalition, signed a petition asking that the Public Service Commission (PSC) create a formal proceeding to consider the methods, technologies, policies and impacts on the public of New York's telecommunications system, with specific reference to Commission decisions regarding deregulation of service. We still have not gotten satisfactory answers to the issues raised in the petition and reiterate our request for a formal evidence-based proceeding.

In the meantime, we ask that you address a particular matter that has come to our attention this month. In an ex parte letter filed by Verizon for the Federal Communications Commission's (FCC) recent proceeding regarding the retirement of copper facilities, Verizon attempts to rebut labor and consumer group evidence that Verizon is *de facto* abandoning its traditional landline copper telephone network through lack of proper maintenance and repair. In its defense, Verizon wrote: "[S]ince 2008, **Verizon has spent more than \$200 million on its copper network.**"

This shockingly small level of investment in the copper network confirms what we hear regularly from businesses and consumers: Verizon's traditional landline service is

unreliable, repairs are never permanent, deteriorated cable is not replaced, and new installations are delayed. In fact, the PSC has received numerous consumer complaints regarding outages, static on the line, and delays in installing and repairing telephone service.

Verizon's statement to the FCC amounts to an admission, on the record in a formal regulatory proceeding, that it has spent virtually nothing over the past seven years on its traditional copper network. Verizon's wireline service area from 2008 through today includes states on the East Coast from Massachusetts to Virginia, plus parts of California, Texas and Florida. Prior to 2010, Verizon's landline service also included 4.8 million lines in 14 other states. A total of \$200 million is a wholly inadequate investment to ensure proper maintenance and repair of such a vast network. In essence, the admission confirms what concerned advocates have been saying: that Verizon has been systematically misleading the Commission about its commitment to ensuring high quality service to customers who remain on the traditional landline network.

While we recognize that we are in a period of transition to new networks, Verizon – among other telephone corporations – has a statutory obligation to provide safe and reliable service throughout its local exchange footprint. There are an estimated four million customers in New York who subscribe to Verizon's copper network. Verizon is not building its all-fiber FiOS network throughout much of New York State. In New York City, Verizon did not fulfill the terms of the City's franchise, according to the NYC Department of Information Technology and Telecommunications (DoITT). To be clear, we urge Verizon to expand its FiOS deployment to unserved areas. But where Verizon has not deployed FiOS, Verizon has a legal obligation to provide quality service to customers served on its traditional copper landline network, and the PSC has the authority and responsibility to enforce that obligation.

We are deeply troubled by the PSC's elimination of most service quality monitoring and enforcement. Verizon's failure to invest in its copper infrastructure in non-FiOS areas, coupled with a 33 percent cut in the workforce over the past decade, explains why Verizon managed to clear only 1.2 percent of out-of-service phones within 24 hours by the last quarter of 2010, the last year in which the PSC required public reporting of this metric. PSC elimination of service quality monitoring and enforcement does not change the fundamental reality that Verizon is not meeting its obligations to provide good service to customers.

Again, we believe that the broad range of issues raised in the Connect NY petition across multiple service providers would best be addressed in the formal proceeding the Petition seeks. However, in the meantime, we ask you to respond to our particular concerns about

Verizon's FCC letter. Does the PSC share our concern that \$200 million would seem to be an inadequate level of investment?

We look forward to your response. If you would like to set up a meeting or phone call with us, please contact Anna Pycior of Assemblymember Kavanagh's office at 212-979-9696.

Thank you for your consideration of this matter.

Sincerely,

Assemblymember Barbara M. Clark
Assemblymember Vivian E. Cook
Assemblymember Jeffrey Dinowitz
Assemblymember Aileen M. Gunther
Assemblymember Kimberly Jean-Pierre
Assemblymember Brian Kavanagh
Assemblymember Joseph R. Lentol
Assemblymember Barbara Lifton
Assemblymember Donna A. Lupardo
Assemblymember Walter T. Mosley
Assemblymember Catherine Nolan
Assemblymember Crystal Peoples-Stokes
Assemblymember N. Nick Perry
Assemblymember Linda B. Rosenthal
Assemblymember Nily Rozic
Assemblymember Sean Ryan
Assemblymember Rebecca A. Seawright
Assemblymember Frank Skartados
Assemblymember Fred W. Thiele
Assemblymember Matthew Titone

Senator Neil D. Breslin
Senator Martin Malavé Dilan
Senator Michael Gianaris
Senator Brad Hoylman
Senator Timothy M. Kennedy
Senator Liz Krueger
Senator George S. Latimer
Senator Kevin Parker
Senator Bill Perkins
Senator Gustavo Rivera
Senator Daniel Squadron