

Copper to Fiber Transition

April 2022

Verizon has chosen to replace its traditional copper network in certain communities and are migrating customers to a fiber network. Customers receiving landline phone service may be impacted by the transition and should be aware that some features and functionalities on the copper network may differ on the fiber network. As a Verizon customer, once migrated to fiber network, the price you pay for your current calling plan for landline telephone service will remain the same, until you decide to change. The landline telephone service delivered over a fiber network is not the same as Verizon's FiOS digital voice service.

What is happening to Verizon's telephone service?

Verizon is choosing to change the equipment it uses to deliver traditional, landline telephone service to some homes and businesses in certain communities in Maryland. Specifically, in affected areas, Verizon intends to discontinue providing telephone service over the copper wires running from the street to each home, instead using fiber-optic cables. If Verizon does migrate your home or business to the fiber network, the current price and plan you pay for landline telephone service will remain the same.

Why is Verizon making this change?

According to Verizon, fiber optic technology is more reliable than copper. Verizon also claims that it is no longer cost-effective to maintain separate fiber and copper-based networks. The Public Service Commission (PSC) requires that Verizon make available to all residential customers in Verizon's service territory a regulated landline voice telephone service and Verizon claims its fiber service, where offered, will meet this obligation.

If Verizon tells me that I must switch to fiber to continue to receive telephone service from Verizon, do I have to switch?

Yes, if you wish to remain a Verizon customer. Verizon is upgrading its network to fiber, which may impact your services in the future. This upgrade may require you to schedule an installation appointment with Verizon.

However, (1) Verizon remains obligated to provide landline telephone service to all customers who request such service, and (2) regardless of whether Verizon provides telephone service over copper or fiber network, the PSC will continue to ensure compliance with all applicable Maryland requirements.

What is the most significant difference between copper-based telephone service and fiber-based telephone service?

The copper-based network is self-powered and will usually remain operational in the event of a power outage, while fiber service relies upon an optical network terminal (ONT), which must be connected to a power source or outlet at your home or business. If your power goes out, a backup battery connected to the ONT will provide you with backup power for a period of time. All ONTs have a built in 8-hour battery backup system. In Maryland, Verizon is providing the option for a free additional battery backup device powered by D-cell batteries that can provide power for up to 20-24 hours per set.

What if I receive communication from Verizon about a fiber transition?

If you receive communication from Verizon about a fiber transition, you may need to take action. At this time your choices are to a) switch to Verizon's fiber network, which is regulated, b) switch to Verizon's FiOS® services for voice and/or TV and/or Internet, which is unregulated, c) let your landline services lapse altogether and rely on wireless voice, or d) try to find another provider for voice service.

Will all of my devices be powered by the backup battery device?

No. Separate power is required for telephone equipment that requires a power source. As with copper, the fiber network will not provide power for cordless phones or other equipment requiring a separate power source. The backup battery device provided by Verizon will provide power for your fiber-based line which will allow you to make voice calls over your corded telephone.

Are there any other differences between copper and fiber-based telephone service I should be aware of?

Prior to switching to fiber-based service, you should inform Verizon if you have any home monitoring equipment such as alarm/security systems or medical equipment that relies upon your existing phone line to ensure that it will continue to work after you make the switch. In most cases, the equipment that you currently use to place and receive calls will continue to work on the fiber network. Also, there is no change for emergency calls to 911, provided that you have power to your home or, in the event of a power outage, have not exhausted the batteries in the ONT backup device described above.

Is Verizon FiOS the same as the fiber service that I may be migrated to?

No. While the terms fiber and FiOS are used interchangeably at times, and both fiber based traditional phone service and FiOS services are offered over Verizon’s fiber-optic network, they are not the same. If you upgrade your existing copper service to a fiber optic based service without changing your rate plan or calling features, your new service will continue to be subject to PSC regulation. FiOS Digital Voice (“FDV”) is an unregulated service and is an optional alternative to traditional regulated telephone service. Make sure you understand the difference before making any changes to your telephone service.

Are there any other differences between FiOS and a fiber-based regulated telephone service?

FiOS services are typically bundled with other products, and the voice component of the bundled service packages may be priced lower than traditional, regulated telephone service. Be aware of pricing but understand that bundles which include FiOS Digital Voice are considered unregulated service. If you currently have DSL for High Speed Internet and want to remain a Verizon customer, Verizon will require you to purchase FiOS High Speed Internet service, as DSL is only available over the copper network or you may want to pursue other options for your High Speed Internet service.

Additionally, FiOS Digital Voice does not allow third party calls or collect calls, which may impact your calling needs.

Is there any other advice you can provide concerning the switch from copper to fiber telephone service?

The current calling plan and price you pay for your telephone service will not change when you switch to fiber based telephone service. Review your monthly bill after your telephone service has been migrated to fiber to ensure that the billing reflects the appropriate plan and price that you paid previously, and no other changes have occurred without your permission. Remember that fiber is not FiOS, these are not the same. FiOS is a marketing term Verizon uses to brand its bundled services: Data High Speed Internet, video and/or Digital Voice. Fiber is a type of technology that Verizon has chosen to replace its copper network to deliver telephone service. The current calling plan and price you pay for telephone service will not change when you switch to fiber-based telephone service unless you decide to order a different service.

If you switch to Verizon's fiber voice, here are some things to keep in mind:

- Some features and functionalities on the copper network may differ on the fiber network. The current calling plan and price you pay for your telephone service will not change when you switch to fiber-based telephone service, until you decide to change it.
- Read Verizon's notices and website very carefully to make sure you know exactly what type of service you are getting and how it is different from your traditional copper voice phone service. Take detailed notes of telephone calls with any Verizon representatives.
- Since fiber voice services do not work in a power outage, inquire about the functionality, care and maintenance of back-up battery options, and the cost of purchasing replacement batteries.
- Inform Verizon if you have any home monitoring equipment such as medical equipment that relies upon your existing phone line to ensure

— OPC —
OFFICE OF PEOPLE'S COUNSEL
State of Maryland

that it will continue to work after you make the switch. You may also inquire how the devices would work in the event of a power outage.

- While the terms fiber and FiOS are used interchangeably at times, they are not the same. If you switch your existing copper service to a fiber-optic based service without changing your rate plan or calling features, your new service will continue to be subject to Maryland Public Service Commission regulation and will come with certain consumer protections.
- FiOS Digital Voice is an unregulated service, and is an optional alternative to traditional telephone service to which the Commission's consumer protection rules do not apply. Make sure you verify with Verizon whether you are switching to regulated or unregulated voice.
- Verizon's wireless (cell phone) service also is not regulated by the PSC.
- If you currently have DSL for High Speed Internet and want to remain a Verizon customer, Verizon will require you to purchase FiOS High Speed Internet service, as DSL is only available over the copper network. Or, you may want to shop for high speed Internet service options.
- Verizon's FiOS television and Internet services, which may be bundled with voice, are not regulated by the Maryland Public Service Commission.
- If you switch to Verizon's fiber services, review your monthly bill after your telephone service has been migrated to fiber to ensure that the billing reflects the appropriate plan and price that you paid previously and no other changes have occurred without your permission.

If you need additional information or experience issues with your telephone service, please contact the appropriate agency.

— OPC —
OFFICE OF PEOPLE'S COUNSEL
State of Maryland

Contact Verizon for issues or questions

Verizon
(800) 922-0204
Write to: Executive Relations Team
65 Franklin Street, 08 Floor Room N/A
Buffalo NY14202

Contact the Maryland Public Service Commission to file a complaint

Maryland State Public Service Commission
William Donald Schaefer Tower
6 St. Paul St., 15th Floor
Baltimore, MD 21202
(410) 767-8000
MD Toll Free: 1-800-492-0474
TTY Users call via Maryland Relay 1-800-201-7165
<https://www.psc.state.md.us>

Contact the Federal Communications Commission for other questions

Federal Communications Commission
445 12th Street SW
Washington, DC 20554
Phone: 1-888-225-5322
TTY: 1-888-835-5322
Videophone: 1-844-432-2275
Fax: 1-866-418-0232
<https://consumercomplaints.fcc.gov/hc/en-us>

Use docket number WC-16-351 if you contact the FCC.