



DISTRIBUTION CENTER
10 APR 30 AM 7:17

Ann D. Berkowitz
Director - Federal Affairs

1300 I Street, NW
Suite 400 West
Washington, DC 20005
(202) 515-2539
(202) 336-7922 (fax)
aberkowitz@verizon.com

April 26, 2010

DOCUMENT NUMBER-DATE
03549 APR 30 0
FPSC-COMMUNICATIONS

VIA HAND DELIVERY

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W.
Room TW A325
Washington, DC 20554

100000 - OT

RE: Section 63.71 and 63.19 Application of Verizon to Discontinue iobi Home and iobi Professional services

Dear Ms. Dortch:

Verizon submits the enclosed Application for authority under Section 214(a) of the Communications Act and Sections 63.71 and 63.19 of the Commission's rules to discontinue SmartTouch, a pre-paid long distance in Arizona, California, Colorado, Connecticut, Delaware, Florida, Iowa, Idaho, Illinois, Indiana, Massachusetts, Maine, Michigan, Minnesota, Missouri, North Carolina, Nevada, New Hampshire, New Jersey, New Mexico, New York, Ohio, Oregon, Pennsylvania, Rhode Island, South Carolina, Texas, Utah, Virginia, Vermont, Washington, Wisconsin, and West Virginia. As indicated in Verizon's application, subject to the Commission's authorization, Verizon will discontinue SmartTouch in these areas on or after July 1, 2010.

If you have any questions regarding this Application, please contact me at (202) 515-2539.

Sincerely,

Ann Berkowitz

Attachments

cc: Mindel De La Torre, Chief, International Bureau
Secretary of Defense, Attn: Special Assistant for Telecommunications
Public Utilities Commission of Each Impacted State
Governor of Each Impacted State

DOCUMENT NUMBER-DATE
03582 APR 30 0
FPSC-COMMUNICATIONS

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

**In the Matter of
Sections 63.71 and 63.19 Application of
Verizon Long Distance LLC**

**For Authority Pursuant to Section 214 of
the Communications Act of 1934,
To Discontinue the Provision of Service**

WC Docket No.

**SECTION 63.71 AND SECTION 63.19 APPLICATION OF VERIZON LONG
DISTANCE LLC**

Verizon Long Distance LLC (“Verizon”) hereby submits this Application for authority under Section 214(a) of the Communications Act and Sections 63.71 and 63.19 of the Commission’s rules to discontinue SmartTouch™ a prepaid service that can be used to place long distance, including international calls. As required by Sections 63.71(a) and (b) of the Commission’s rules, the Verizon Companies provide the following information:

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

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

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

Subject to Commission authorization under 47 C.F.R. § 63.71 Verizon will discontinue SmartTouch™ on or after July 1, 2010.

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

SmartTouch™ will be discontinued in the following areas: Arizona, California, Colorado, Connecticut, Delaware, Florida, Iowa, Idaho, Illinois, Indiana, Massachusetts, Maine, Michigan, Minnesota, Missouri, North Carolina, Nevada, New Hampshire, New Jersey, New Mexico, New York, Ohio, Oregon, Pennsylvania, Rhode Island, South Carolina, Texas, Utah, Virginia, Vermont, Washington, Wisconsin, and West Virginia.

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

SmartTouch™ is a prepaid long distance service that allows customers to prepay the amount of money they anticipate spending on long distance calls each month. The customer's actual long-distance expenses are then deducted from that amount. When placing long distance calls, SmartTouch™ customers receive notice of the funds remaining in their SmartTouch™ account and have the option of adding additional funds to their account as needed to place additional long distance calls.

The public convenience and necessity will not be impaired by this proposed service discontinuance because there are many alternative providers of long distance services nationwide.

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

Notices of the proposed discontinuance of SmartTouch™ were mailed to impacted customers on April 26, 2010. Samples of the customer notices are attached to this Application.

Copies of this Application are being sent via first class U.S. Mail to the governors and public utilities commissions of each impacted state, and the Special Assistant for

Telecommunications to the Secretary of Defense, as required by Section 63.71(a) of the Commission's rules. Copies of this application are also being sent to the Chief of the Commission's International Bureau as required under 47 C.F.R. § 63.19.

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

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

CONCLUSION

Verizon respectfully requests that the Commission approve this Application.

Respectfully submitted,

/s/ Rashann R. Duvall

Karen Zacharia
Rashann R. Duvall
VERIZON
1320 N. Courthouse Rd.
Arlington, VA 22201
(703) 351-3179

Counsel for Verizon

Michael Glover
Of Counsel

April 26, 2010

CERTIFICATE OF SERVICE

I hereby certify that on this 26th day of April 2010, I served a copy of the foregoing Section 63.71 and 63.19 Application by U.S. Mail postage prepaid to the following on the attached service list.

/s/ Rashann R. Duvall
Rashann R. Duvall

SERVICE LIST

ARIZONA

Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007-2929

The Honorable Jan Brewer
Office of the Governor
1700 West Washington
Phoenix, AZ 85007

CALIFORNIA

Public Utilities Commission
505 Van Ness Avenue
Room 5218
San Francisco, CA 94102

The Honorable Arnold Schwarzenegger
Office of the Governor
State Capitol Building
Sacramento, CA 95814

COLORADO

Public Utilities Commission
1580 Logan Street
Suite OL2
Denver, CO 80203

The Honorable Bill Ritter
Office of the Governor
136 State Capitol
Denver, CO 80203

CONNECTICUT

Department of Public Utility Control
10 Franklin Square
New Britain, CT 06051

The Honorable M. Jodi Rell
Office of the Governor
State Capitol
210 Capitol Avenue
Hartford, CT 06106

DELAWARE

Public Service Commission
Cannon Building
Suite 100
861 Silver Lake Boulevard
Dover, DA 19904

The Honorable Jack Markell
Office of the Governor
Tatnall Building
William Penn Street, 2nd Floor
Dover, DE 19901

FLORIDA

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

The Honorable Charles J. Crist
Office of the Governor
The Capitol
400 S. Monroe Street
Tallahassee, FL 32399

IDAHO

Public Utilities Commission
P.O. Box 83720
Boise, ID 83720-0074

The Honorable C.L. Otter
Office of the Governor
P.O. Box 83720
Boise, ID 83720

ILLINOIS

Commerce Commission
527 East Capital Avenue
Springfield, IL 62701

The Honorable Pat Quinn
Office of the Governor
207 State House
Springfield, IL 62706

INDIANA

Consumer Affairs Division
302 West Washington Street
Suite E-306
Indianapolis, IN 46204

The Honorable Mitch Daniels
Office of the Governor
Statehouse
Indianapolis, IN 46204-2797

IOWA

Utilities Board
350 Maple Street
Des Moines, IA 50319-0069

The Honorable Chet Culver
Office of the Governor
State Capitol
Des Moines, IA 50319-0001

MAINE

Public Utilities Commission
242 State Street
Augusta, ME 04333-0018

The Honorable John Baldacci
Office of the Governor
1 State House Station
Augusta, ME 04333

MASSACHUSETTS

Department of Telecommunications
And Cable
Sharon E. Gillett, Commissioner
One South Station, 2nd Floor
Boston, MA 02110

The Honorable Deval Patrick
Office of the Governor
Room 360
Boston, MA 02133

MICHIGAN

Public Service Commission
6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909

The Honorable Jennifer M. Granholm
Office of the Governor
P.O. Box 30013
Lansing, MI 48909

MINNESOTA

Minnesota Public Utilities
Commission
121 7th Place East
Suite 350
St. Paul, MN 555101-2147

The Honorable Tim Pawlenty
Office of the Governor
130 State Capitol
75 Rev. Dr. Martin Luther King, Jr. Blvd.
St. Paul, MN 55155

MISSOURI

Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

The Honorable Jay Nixon
Office of the Governor
State Capitol Building
Room 216
Jefferson City, MO 65101

NEVADA

Public Utilities Commission
1150 East William Street
Carson City, NV 89701

The Honorable Jim Gibbons
Office of the Governor
State Capitol
101 North Carson Street
Carson City, NV 89701

NEW HAMPSHIRE

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

The Honorable John Lynch
Office of the Governor
State House
25 Capitol Street
Concord, NH 03301

NEW JERSEY

Board of Public Utilities
Two Gateway Center
Newark, NJ 07102

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

NEW MEXICO

Public Regulation Commission
Consumer Relations Division
P.O. Drawer 1269
Santa Fe, NM 87504-1269

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

NEW YORK

Office of Consumer Service
3 Empire State Plaza
Alban, NY 12223-1350

The Honorable David A. Patterson
Office of the Governor
State Capitol
Albany, NY 12224

NORTH CAROLINA

Utilities Commission – Public Staff
Consumer Services
4326 Mail Service Center
Raleigh NC 27699-4326

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

OHIO

Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215-3793

The Honorable Ted Strickland
Office of the Governor
Riff Center, 30th Floor
77 South High Street
Colombus, OH 43215

OREGON

Public Utility Commission
Consumer Services Division
550 Capitol Street, NE
P.O. Box 2148
Salem, OR 97308-2148

The Honorable Ted Kulongoski
Office of the Governor
160 State Capitol
900 Court Street
Salem, Oregon 97301-4047

PENNSYLVANIA

Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

The Honorable Edward Rendell
Office of the Governor
225 Main Capitol Building
Harrisburg, PA 17120

RHODE ISLAND

Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

The Honorable Donald Carcieri
Office of the Governor
222 State House
Providence, RI 02903-1196

SOUTH CAROLINA

Consumer Services Department
P.O. Box 11263
Columbia, SC 29211

The Honorable Mark Sanford
Office of the Governor
P.O. Box 12267
Columbia, SC 29211

TEXAS

1701 North Congress Avenue
P.O. Box 13326
Austin, TX 78711

The Honorable Rick Perry
Office of the Governor
P.O. Box 12428
Austin, TX 78711

UTAH
Public Service Commission
160 East 300 South
Salt Lake City, UT 84111

The Honorable Gary R. Herbert
Office of the Governor
State Capitol Complex
East Office Building, Suite E-220
Salt Lake City, UT 84114

VERMONT
Public Service Board
112 State Street
Drawer 20
Montpelier, VT 05620-2701

The Honorable James Douglas
Office of the Governor
109 State Street, Pavilion
Montpelier, VT 05609

VIRGINIA
State Corporation Commission
Division of Communications
P.O. Box 1197
Richmond, VA 23218

The Honorable Robert McDonnell
Office of the Governor
Patrick Henry Building
1111 East Broad Street
3rd Floor
Richmond, VA 23219

WASHINGTON
Utilities & Transportation Commission
1300 S. Evergreen Park Drive SW
P.O. Box 4750
Olympia, WA 98504

The Honorable Chris Gregoire
Office of the Governor
P.O. Box 40002
Olympia, WA 98504-0002

WEST VIRGINIA
West Virginia Public Service
Commission
201 Brooks Street
Charleston, WV 25301

The Honorable Joe Manchin III
Office of the Governor
1900 Kanawha Boulevard E.
Charleston, WV 25305

WISCONSIN
Consumer Affairs Unit
610 North Whitney Way
P.O. Box 7854 (53707-7854)
Madison, WI 53705

The Honorable Jim Doyle
Office of the Governor
P.O. Box 7863
Madison, WI 53707

Secretary of Defense
Attn: Special Asst. for
Telecommunications
Pentagon
Washington, DC 20301

Mindel De La Torre
Chief
International Bureau
445 12th Street, SW
Washington, DC 20554



Verizon
700 Hidden Ridge
MC:HQW01N65
Irving, TX 75038

April 2010

Dear Customer,

Our records indicate that billing phone number [redacted] has an active SmartTouch account with Verizon Long Distance LLC*. Since you are a valued customer, we want to notify you right away about some important changes to your service.

On or after July 1, 2010 Verizon Long Distance LLC will discontinue your prepaid long distance calling plan, SmartTouch, and calls will no longer be completed using this service.

Action Required: You must choose a different Verizon plan or new service provider before July 1, 2010 to prevent interruption of your calling service.

Any balances that remain on your SmartTouch account will be refunded within 90 days after your account is disconnected. If you have any questions about your SmartTouch account, call our 24-hour Customer Service number at 1-888-599-0107. After July 1, 2010 customer service hours of operation for SmartTouch will change to Monday to Friday, 8 am - 4 pm EST.

We value your business and look forward to serving you now and in the future.

Sincerely,

Edward Googe, President
Verizon Long Distance LLC

Verizon Long Distance - One Verizon Way, Mailcode VC22E243; Basking Ridge, NJ 07920

*As of December 1, 2008, our company name changed to Verizon Long Distance LLC (formerly known as Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance).

FCC Required Notice: The FCC will normally authorize this proposed discontinuance of service 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. 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 Long Distance LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.



Verizon
700 Hidden Ridge
MC:HQW01N65
Irving, TX 75038

April 2010

Estimada(o) cliente,

Nuestros registros indican que el número telefónico de facturación tiene una cuenta activa SmartTouch con Verizon Long Distance LLC*. Como es un cliente valioso, queremos notificarle de inmediato sobre cambios importantes en su servicio.

El 1.º de julio de 2010 o después de esa fecha, Verizon Long Distance LLC discontinuará su plan de llamadas prepagado de larga distancia SmartTouch, y las llamadas ya no podrán realizarse usando este servicio.

Se necesita acción de su parte: Usted deberá elegir un plan de Verizon diferente o un nuevo proveedor de servicio antes del 1.º de julio de 2010 para evitar la interrupción de su servicio de llamadas.

Cualquier saldo que quede en su cuenta de SmartTouch será reembolsado en los 90 días posteriores a la desconexión de su cuenta. Si tiene alguna pregunta sobre su cuenta de SmartTouch, llame a nuestro número de Servicio al Cliente, 1-888-599-0107. A partir del 1.º de julio de 2010, el horario de atención de nuestro servicio al cliente para SmartTouch pasará a ser de lunes a viernes, de 8 a.m. a 4 p.m., hora del Este.

Apreciamos su confianza y esperamos seguir sirviéndole en el futuro.

Atentamente,

Edward Googe, Presidente
Verizon Long Distance LLC

Verizon Long Distance - One Verizon Way, Mailcode VC22E243; Basking Ridge, NJ 07920

*Desde el 1.º de diciembre de 2008, el nombre de nuestra compañía cambió a Verizon Long Distance LLC (conocida anteriormente como Bell Atlantic Communications, Inc. bajo el nombre comercial de Verizon Long Distance).

Notificación requerida por la Comisión Federal de Comunicaciones (FCC): La FCC autorizará normalmente esta propuesta de discontinuar el servicio, a menos que se demuestre que los clientes no puedan recibir servicio o un servicio sustitutivo razonable de otro proveedor de servicio o que la utilidad y necesidad públicas resulten de otro modo perjudicadas. Si tiene alguna objeción, debe enviar sus comentarios lo antes posible, antes de que transcurran 15 días desde la fecha en que la Comisión haga pública la propuesta de la discontinuación. Envíelos a: Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, e incluya en sus comentarios una referencia a la aplicación § 63.71 Application of Verizon Long Distance LLC. Los comentarios deben incluir información específica sobre el impacto que tiene la discontinuación propuesta en usted o su compañía, incluida cualquier imposibilidad de obtener un servicio sustitutivo razonable.



Verizon
700 Hidden Ridge
MC:HQW01N65
Irving, TX 75038

April 2010

Dear Customer,

Our records indicate that billing phone number _____ has an active SmartTouch account with Verizon Long Distance LLC*. Since you are a valued customer, we want to notify you right away about some important changes to your service.

On or after July 1, 2010 Verizon Long Distance LLC will discontinue your prepaid long distance calling plan, SmartTouch, and calls will no longer be completed using this service.

Action Required: You must choose a different Verizon plan or new service provider before July 1, 2010 to prevent interruption of your calling service. Call us today at 1-800 VERIZON or visit us at www.verizon.com to take advantage of the variety of services for your calling needs.

Any balances that remain on your SmartTouch account will be refunded within 90 days after your account is disconnected. If you have any questions about your SmartTouch account, call our 24-hour Customer Service number at 1-888-599-0107. After July 1, 2010 customer service hours of operation for SmartTouch will change to Monday to Friday, 8 am - 4 pm EST.

We value your business and look forward to serving you now and in the future.

Sincerely,

Edward Googe, President
Verizon Long Distance LLC

Verizon Long Distance - One Verizon Way, Mailcode VC22E243; Basking Ridge, NJ 07920

*As of December 1, 2008, our company name changed to Verizon Long Distance LLC (formerly known as Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance).

FCC Required Notice: The FCC will normally authorize this proposed discontinuance of service 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. 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 Long Distance LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.



Verizon
700 Hidden Ridge
MC:HQW01N65
Irving, TX 75038

April 2010

Estimada(o) cliente,

Nuestros registros indican que el número telefónico de facturación tiene una cuenta activa SmartTouch con Verizon Long Distance LLC*. Como es un cliente valioso, queremos notificarle de inmediato sobre cambios importantes en su servicio.

El 1.º de julio de 2010 o después de esa fecha, Verizon Long Distance LLC discontinuará su plan de llamadas prepagado de larga distancia SmartTouch, y las llamadas ya no podrán realizarse usando este servicio.

Se necesita acción de su parte: Usted deberá elegir un plan de Verizon diferente o un nuevo proveedor de servicio antes del 1.º de julio de 2010 para evitar la interrupción de su servicio de llamadas. Llámenos ya al 1-800-837-4966 o visítenos en www.verizon.com/espanol y aproveche una variedad de servicios para sus necesidades de llamadas.

Cualquier saldo que quede en su cuenta de SmartTouch será reembolsado en los 90 días posteriores a la desconexión de su cuenta. Si tiene alguna pregunta sobre su cuenta de SmartTouch, llame a nuestro número de Servicio al Cliente, 1-888-599-0107. A partir del 1.º de julio de 2010, el horario de atención de nuestro servicio al cliente para SmartTouch pasará a ser de lunes a viernes, de 8 a.m. a 4 p.m., hora del Este.

Apreciamos su confianza y esperamos seguir sirviéndole en el futuro.

Atentamente,

Edward Googe, Presidente
Verizon Long Distance LLC

Verizon Long Distance - One Verizon Way, Mailcode VC22E243; Basking Ridge, NJ 07920

*Desde el 1.º de diciembre de 2008, el nombre de nuestra compañía cambió a Verizon Long Distance LLC (conocida anteriormente como Bell Atlantic Communications, Inc. bajo el nombre comercial de Verizon Long Distance).

Notificación requerida por la Comisión Federal de Comunicaciones (FCC): La FCC autorizará normalmente esta propuesta de discontinuar el servicio, a menos que se demuestre que los clientes no puedan recibir servicio o un servicio sustitutivo razonable de otro proveedor de servicio o que la utilidad y necesidad públicas resulten de otro modo perjudicadas. Si tiene alguna objeción, debe enviar sus comentarios lo antes posible, antes de que transcurran 15 días desde la fecha en que la Comisión haga pública la propuesta de la discontinuación. Envíelos a: Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, e incluya en sus comentarios una referencia a la aplicación § 63.71 Application of Verizon Long Distance LLC. Los comentarios deben incluir información específica sobre el impacto que tiene la discontinuación propuesta en usted o su compañía, incluida cualquier imposibilidad de obtener un servicio sustitutivo razonable.



Verizon
700 Hidden Ridge
MC:HQW01N65
Irving, TX 75038

April 2010

Dear Customer,

Our records indicate that billing phone number _____ has an active SmartTouch account with Verizon Long Distance LLC*. Since you are a valued customer, we want to notify you right away about some important changes to your service.

On or after July 1, 2010 Verizon Long Distance LLC will discontinue your prepaid long distance calling plan, SmartTouch, and calls will no longer be completed using this service.

Action Required: You must choose a different Verizon plan or new service provider before July 1, 2010 to prevent interruption of your calling service. Call us today at 1-800 VERIZON or visit us at www.verizon.com to take advantage of the variety of services for your calling needs.

Any balances that remain on your SmartTouch account will be refunded within 90 days after your account is disconnected. If you have any questions about your SmartTouch account, call our 24-hour Customer Service number at 1-888-599-0107. After July 1, 2010 customer service hours of operation for SmartTouch will change to Monday to Friday, 8 am - 4 pm EST.

We value your business and look forward to serving you now and in the future.

Sincerely,

Edward Googe, President
Verizon Long Distance LLC

Verizon Long Distance - One Verizon Way, Mailcode VC22E243; Basking Ridge, NJ 07920

*As of December 1, 2008, our company name changed to Verizon Long Distance LLC (formerly known as Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance).

FCC Required Notice: The FCC will normally authorize this proposed discontinuance of service 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. 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 Long Distance LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.



Verizon
700 Hidden Ridge
MC:HQW01N65
Irving, TX 75038

April 2010

Estimada(o) cliente,

Nuestros registros indican que el número telefónico de facturación _____ tiene una cuenta activa SmartTouch con Verizon Long Distance LLC*. Como es un cliente valioso, queremos notificarle de inmediato sobre cambios importantes en su servicio.

El 1.º de julio de 2010 o después de esa fecha, Verizon Long Distance LLC discontinuará su plan de llamadas prepago de larga distancia SmartTouch, pendiente de aprobación de la Comisión Estatal, y las llamadas ya no podrán realizarse usando este servicio.

Se necesita acción de su parte: Usted deberá elegir un plan de Verizon diferente o un nuevo proveedor de servicio antes del 1.º de julio de 2010, para evitar la interrupción de su servicio de llamadas. Llámenos ya al 1-800-837-4966 o visítenos en www.verizon.com/espanol y aproveche una variedad de servicios para sus necesidades de llamadas.

Cualquier saldo que quede en su cuenta de SmartTouch será reembolsado en los 90 días posteriores a la desconexión de su cuenta. Si tiene alguna pregunta sobre su cuenta de SmartTouch, llame a nuestro número de Servicio al Cliente, 1-888-599-0107. A partir del 1.º de julio de 2010, el horario de atención de nuestro servicio al cliente para SmartTouch pasará a ser de lunes a viernes, de 8 a.m. a 4 p.m., hora del Este.

Apreciamos su confianza y esperamos seguir sirviéndole en el futuro.

Atentamente,

Edward Googe, Presidente
Verizon Long Distance LLC

Verizon Long Distance - One Verizon Way, Mailcode VC22E243; Basking Ridge, NJ 07920

*Desde el 1.º de diciembre de 2008, el nombre de nuestra compañía cambió a Verizon Long Distance LLC (conocida anteriormente como Bell Atlantic Communications, Inc. bajo el nombre comercial de Verizon Long Distance).

Notificación requerida por la Comisión Federal de Comunicaciones (FCC): La FCC autorizará normalmente esta propuesta de discontinuar el servicio, a menos que se demuestre que los clientes no puedan recibir servicio o un servicio sustitutivo razonable de otro proveedor de servicio o que la utilidad y necesidad públicas resulten de otro modo perjudicadas. Si tiene alguna objeción, debería enviar sus comentarios lo antes posible, antes de que transcurran 15 días desde la fecha en que la Comisión haga pública la propuesta de la discontinuación. Envíelos a: Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, e incluya en sus comentarios una referencia a la aplicación § 63.71 Application of Verizon Long Distance LLC. Los comentarios deben incluir información específica sobre el impacto que tiene la discontinuación propuesta en usted o su compañía, incluida cualquier imposibilidad de obtener un servicio sustitutivo razonable.



Verizon
700 Hidden Ridge
MC:HQW01N65
Irving, TX 75038

April 2010

Dear Customer,

Our records indicate that billing phone number [redacted] has an active SmartTouch account with Verizon Long Distance LLC*. Since you are a valued customer, we want to notify you right away about some important changes to your service.

On or after July 1, 2010, Verizon Long Distance LLC will discontinue your prepaid long distance calling plan, SmartTouch, in Arizona pending State Commission approval, and calls will no longer be completed using this service.

Action Required: You must choose a different Verizon plan or new service provider before July 1, 2010 to prevent interruption of your calling service.

Any balances that remain on your SmartTouch account will be refunded within 90 days after your account is disconnected. If you have any questions about your SmartTouch account, call our 24-hour Customer Service number at 1-888-599-0107. After July 1, 2010 customer service hours of operation for SmartTouch will change to Monday to Friday, 8 am - 4 pm EST.

You may also address any concerns to the Consumer Services Section of the Arizona Corporation Commission at (602) 542-4251 or (800) 222-7000 (800 # for calls made within Arizona only) or you may go to the Arizona Corporation Commission's website at www.azcc.gov.

We apologize for any inconvenience.

Sincerely,

Edward Googe, President
Verizon Long Distance LLC

Verizon Long Distance - One Verizon Way, Mailcode VC22E243; Basking Ridge, NJ 07920

*As of December 1, 2008, our company name changed to Verizon Long Distance LLC (formerly known as Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance).

FCC Required Notice: The FCC will normally authorize this proposed discontinuance of service 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. 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 Long Distance LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.



Verizon
700 Hidden Ridge
MC:HQW01N65
Irving, TX 75038

April 2010

Estimada(o) cliente,

Nuestros registros indican que el número telefónico de facturación [redacted] tiene una cuenta activa SmartTouch con Verizon Long Distance LLC*. Queremos notificarle de inmediato sobre cambios importantes en su servicio.

El 1º de julio de 2010 o después de esa fecha, Verizon Long Distance LLC discontinuará su plan de llamadas prepago de larga distancia SmartTouch, pendiente de aprobación de la Comisión Estatal en Arizona, y las llamadas ya no podrán realizarse usando este servicio.

Se necesita acción de su parte: Usted deberá elegir un plan de Verizon diferente o un nuevo proveedor de servicio antes del 1º de julio de 2010, para evitar la interrupción de su servicio de llamadas.

Cualquier saldo que quede en su cuenta de SmartTouch será reembolsado en los 90 días posteriores a la desconexión de su cuenta. Si tiene alguna pregunta sobre su cuenta de SmartTouch, llame a nuestro número de Servicio al Cliente, 1-888-599-0107. A partir del 1.º de julio de 2010, el horario de atención de nuestro servicio al cliente para SmartTouch pasará a ser de lunes a viernes, de 8 a.m. a 4 p.m., hora del Este.

Usted también podrá hacernos llegar sus inquietudes a la Sección de Servicio al Cliente de la Comisión Corporativa de Arizona, llamando al (602) 542-4251 o al (800) 222-7000 (800 # solamente para llamadas hechas dentro de Arizona) o puede visitar el sitio web de la Comisión Corporativa de Arizona, www.azcc.gov.

Rogamos disculpe las molestias.

Atentamente,

Edward Googe, Presidente
Verizon Long Distance LLC

Verizon Long Distance - One Verizon Way, Mailcode VC22E243; Basking Ridge, NJ 07920

*Desde el 1.º de diciembre de 2008, el nombre de nuestra compañía cambió a Verizon Long Distance LLC (conocida anteriormente como Bell Atlantic Communications, Inc. bajo el nombre comercial de Verizon Long Distance).

Notificación requerida por la Comisión Federal de Comunicaciones (FCC): La FCC autorizará normalmente esta propuesta de discontinuar el servicio, a menos que se demuestre que los clientes no puedan recibir servicio o un servicio sustitutivo razonable de otro proveedor de servicio o que la utilidad y necesidad públicas resulten de otro modo perjudicadas. Si tiene alguna objeción, debería hacer llegar sus comentarios lo antes posible, antes de que transcurran 15 días desde que la Comisión haga pública la propuesta de la discontinuación. Envíelos a: Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, e incluya en sus comentarios una referencia a la aplicación § 63.71 Application of Verizon Long Distance LLC. Los comentarios deben incluir información específica sobre el impacto que tiene la discontinuación propuesta en usted o su compañía, incluida cualquier imposibilidad de obtener un servicio sustitutivo razonable.