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Ann D. Berkowitz  
Director - Federal Affairs

COMMISSION  
CLERK

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

May 24, 2010

100000-OT

**VIA HAND DELIVERY**

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

**RE: Verizon's April 30, 2010 Section 63.71 and 63.19 Application of Verizon to Discontinue Post-Paid Calling Card Services, Personal Toll-Free and Away From Home Services and Verizon's April 26, 2010 Section 63.71 and 63.19 Application of Verizon to Discontinue SmartTouch.**

Dear Ms. Dortch:

A few customers have submitted comments concerning Verizon's April 30, 2010 application to discontinue Post Paid Calling Card, Away from Home and Personal Toll-Free Services and Verizon's April 26, 2010 application to discontinue SmartTouch. Specifically, two customers have expressed concern that their prepaid calling cards would be impacted by the proposed discontinuances. As indicated in Verizon's response to these customers, prepaid calling card services *will not* be impacted by the proposed discontinuances. Another customer expressed concern about the availability of low priced long distance services following the SmartTouch discontinuance. Verizon's customer account team has reached out to this customer to help him identify a new long distance calling plan that would best meet his needs. Copies of Verizon's responses to these customers are attached as Exhibit A.

DOCUMENT NUMBER DATE

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FPSC-COMMISSION CLERK

Marlene H. Dortch

May 24, 2010

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As Verizon explained in its discontinuance applications, the public convenience and necessity will not be impaired by the proposed service discontinuance because there are many alternative providers of long distance services nationwide. Accordingly, the Commission should authorize the proposed discontinuances.

Sincerely,

A handwritten signature in black ink, appearing to read "Ann Berkowitz". The signature is fluid and cursive, with the first name "Ann" and last name "Berkowitz" clearly distinguishable.

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

## CERTIFICATE OF SERVICE

I hereby certify that on this 24th day of May 2010, I served a copy of the foregoing by U.S. Mail postage prepaid to the following on the attached service list.

/s/ Rashann R. Duvall  
Rashann R. Duvall

## SERVICE LIST

Governor and Public Utilities Commission impacted by Verizon's Application to discontinue Post Paid Calling Card, Away from Home and Personal Toll-Free Services: all states excluding Hawaii, Alaska, Maine, Vermont and New Hampshire.

Governor and Public Utilities Commission impacted by Verizon's Application to discontinue SmartTouch: 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.

### **ALABAMA**

Alabama Public Service Commission  
P.O. Box 304260  
Montgomery, AL 36130

The Honorable Bob Riley  
Office of the Governor  
State Capitol  
600 Dexter Avenue  
Montgomery, AL 36130-2751

### **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

### **ARKANSAS**

Public Service Commission  
P.O. Box 400  
1000 Center Street  
Little Rock, AR 72203-0400

The Honorable Mark Beebe  
Office of the Governor  
State Capitol, Room 250  
Little Rock, AR 72201

### **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  
1560 Broadway  
Suite 250  
Denver, Co 80202

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, 2<sup>nd</sup> Floor  
Dover, DE 19901

**DISTRICT OF COLUMBIA**

District of Columbia Public Service  
Commission  
1333 H Street, NW  
Suite 200, West Tower  
Washington, DC 20005

The Honorable Adrian M. Fenty  
Office of the Governor  
John A. Wilson Building  
1350 Pennsylvania Avenue, NW  
Washington, DC 20004

**FLORIDA**

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

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

**GEORGIA**

Public Service Commission  
244 Washington Street  
First Floor  
Atlanta, GA 30334

The Honorable Sonny Perdue  
Office of the Governor  
203 State Capitol  
Atlanta, GA 30334

**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, IL 50319-0069

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

**KANSAS**  
Corporation Commission  
1500 SW Arrowhead Road  
Topeka, KS 66604-4027

The Honorable Mark Parkinson  
Office of the Governor  
State Capitol  
300 SW 10<sup>th</sup> Avenue  
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Topeka, KS 66612-1590

**KENTUCKY**  
Public Service Commission  
211 Sower Boulevard  
P.O. Box 615  
Frankfort, KY 40602

The Honorable Steve Beshear  
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700 Capital Avenue, Suite 100  
Frankfort, KY 40601

**LOUISIANA**  
Public Service Commission  
Galvez Building  
12<sup>th</sup> Floor  
Public Box 91154  
602 North 5<sup>th</sup> Street  
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The Honorable Bobby Jindal  
Office of the Governor  
P.O. Box 94004  
Baton Rouge, LA 70804-9004

**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

**MARYLAND**  
Maryland Public Service Commission  
6 St. Paul Street  
16<sup>th</sup> Floor  
Baltimore, MD 21202-6806

The Honorable Martin O'Malley  
Office of the Governor  
State House  
100 State Circle  
Annapolis, MD 21401-1925

**MASSACHUSETTS**

Department of Telecommunications  
And Cable  
Sharon E. Gillett, Commissioner  
One South Station, 2<sup>nd</sup> 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 7<sup>th</sup> Place East  
Suite 350  
St. Paul, MN 55101-2147

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

**MISSISSIPPI**

Public Service Commission  
Woolfolk Building  
501 N. West Street  
Jackson, MS 39201

The Honorable Haley Barbour  
Office of the Governor  
P.O. Box 139  
Jackson, MS 39205

**MISSOURI**

Public Service Commission  
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Jefferson City, MO 65102

The Honorable Jay Nixon  
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Room 216  
Jefferson City, MO 65101

**MONTANA**

Public Service Commission  
1701 Prospect Avenue  
P.O. Box 202601  
Helena, MT 59620-2601

The Honorable Brian Schweitzer  
Office of the Governor  
Montana State Capitol Building  
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Helena, MT 59620-0801

**NEBRASKA**

Public Service Commission  
300 The Atrium  
1200 N. Street  
P.O. Box 94927 (68508-4927)  
Lincoln, NE 68509

The Honorable Dave Heineman  
Office of the Governor  
P.O. Box 94848  
Lincoln, NE 68509-4848

**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 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 Beverly Purdue  
Office of the Governor  
20301 Mail Service Center  
Raleigh, NC 27699-0301

**NORTH DAKOTA**

Public Service Commission  
600 East Boulevard Avenue  
Department 408  
12<sup>th</sup> Floor  
Bismarck, ND 58505-0480

The Honorable John Hoeven  
Office of the Governor  
State Capitol  
600 East Boulevard Avenue  
Bismarck, ND 58505-0001

**OHIO**

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

The Honorable Ted Strickland  
Office of the Governor  
Riff Center, 30<sup>th</sup> Floor  
77 South High Street  
Columbus, OH 43125-6108



**OKLAHOMA**

Corporation Commission  
P.O. Box 52000  
Oklahoma City, OK 73152-2000

The Honorable Brad Henry  
Office of the Governor  
State Capitol Building  
2300 N. Lincoln Boulevard  
Room 212  
Oklahoma City, OK 73105

**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 L. 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

**SOUTH DAKOTA**

Public Utilities Commission  
Consumer Affairs  
500 East Capitol Avenue  
Pierre, SD 57501-5070

The Honorable Mike Rounds  
Office of the Governor  
500 East Capitol Avenue  
Pierre, SD 57501

**TENNESSEE**

Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

The Honorable Phil Bredesen  
Office of the Governor  
Tennessee State Capitol  
Nashville, TN 37243-0001

**TEXAS**

Public Utilities Commission of Texas  
1701 North Congress Avenue  
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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 F. McDonnell  
Office of the Governor  
Patrick Henry Building  
1111 East Broad Street  
3<sup>rd</sup> Floor  
Richmond, VA 23219

**WASHINGTON**

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

The Honorable Christine 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

**WYOMING**

Public Service Commission  
2515 Warren Avenue  
Suite 300  
Cheyenne, WY 82002

The Honorable Dave Freudenthal  
Office of the Governor  
State Capitol  
200 West 24<sup>th</sup> Street  
Cheyenne, WY 82002

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

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

# **EXHIBIT A**



May 19, 2010

HQE04D35  
P.O. Box 152013  
Irving, TX 75015

Thu

Dear Thu |

This is in response to your April 26, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern to the notice of service change effective July 1, 2010 regarding Verizon Long Distance (VZLD) post-paid calling cards.

The VZLD post-paid calling card service is associated with VZLD services. Review of telephone number indicates that you do not have a post-paid calling card. The notice of service change is not associated with the pre-paid calling card service readily available for consumers to purchase wherever pre-paid calling cards are sold.

We do apologize for any inconvenience.

Sincerely,

A handwritten signature in black ink that reads "Demetrius Polinick". The signature is written in a cursive style with a large initial "D".

Demetrius Polinick  
National Executive Customer Service

May 19, 2010



P.O. Box 152013  
HQE04D35  
Irving, TX 75015  
888-483-7770

Barry S.

Dear

This letter is in response to your May 4, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern with regard to the notice of service change effective July 1, 2010 regarding Verizon Long Distance (VZLD) Smart Touch service.

Unfortunately, VZLD will no longer be providing Smart Touch long distance services to our customers effective July 1, 2010. However, VZLD does offer a number of different plans, both domestic and international, that may meet your specific calling needs. Please contact me at the number or address provided above should you wish to discuss the options available to you as a VZLD customer.

We apologize for any inconvenience this change may have caused you.

Sincerely,

A handwritten signature in cursive script that reads "Demetrius Polinick".

Demetrius Polinick  
National Executive Customer Service



May 19, 2010

HQE04D35  
P.O. Box 152013  
Irving, TX 75015

Daniel J.

Dear

This is in response to your April 26, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern to the notice of service change effective July 1, 2010 regarding Verizon Long Distance (VZLD) post-paid calling cards.

The VZLD post-paid calling card service is associated with VZLD services. Review of telephone number \_\_\_\_\_ indicates that you do not have a post-paid calling card. The notice of service change is not associated with the pre-paid calling card service readily available for consumers to purchase wherever they are sold.

We do apologize for any inconvenience.

Sincerely,

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Demetrius Polinick  
National Executive Customer Service



May 19, 2010

HQE04D35  
P.O. Box 152013  
Irving, TX 75015

T

Dear T.

This is in response to your April 26, 2010 letter addressed to the Federal Communication Commission (FCC) expressing concern to the notice of service change effective July 1, 2010 regarding Verizon Long Distance (VZLD) post-paid calling cards.

The VZLD post-paid calling card service is associated with VZLD services. Review of telephone number \_\_\_\_\_ indicates that you do not have a post-paid calling card. The notice of service change is not associated with the pre-paid calling card service readily available for consumers to purchase wherever pre-paid calling cards are sold.

We do apologize for any inconvenience.

Sincerely,

A handwritten signature in black ink that reads "Demetrius Polinick". The signature is written in a cursive style with a large initial "D".

Demetrius Polinick  
National Executive Customer Service