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April 5, 2013

Joseph W. Prokop, PLLC  
267 Carleton Avenue, Suite 301  
Central Islip, NY 11722

Re: Matter #12-02425 - Complaint by the Village of Saltaire Against Verizon New York, Inc.

Dear Mr. Prokop,

This letter is to advise you of the status of our investigation of the complaint by the Village of Saltaire against Verizon New York, Inc. We continue to monitor the restoration of telephone service to residents of the Village and other areas of Fire Island still experiencing long-term service problems due to Superstorm Sandy.

As you know, Verizon New York plans to provision an alternative wireless technology, i.e., Voice Link, to subscribers where copper facilities were destroyed beyond repair. In late February, Verizon met with Department staff to discuss its planned restoration and to introduce the Voice Link service. We understand Verizon subsequently met with Fire Island officials and the issues were accurately summarized in the March 2013 Newsletter produced by Mayor Robert Cox III and the Village Trustees. My staff has also been in contact with Mayor Cox and is available for your assistance as needed. We understand that a follow-up meeting with Fire Island officials is scheduled for Sunday, April 7<sup>th</sup> and that Verizon will be sending a letter to customers today regarding restoration progress and the Voice Link service.

We will continue the investigation of your complaint until service restoration on Fire Island is complete. As described by Verizon, Voice Link will provide a much more reliable and resilient service and be less susceptible to future storm events. We are working with Verizon to ensure that adequate PSC oversight is maintained regarding E911, service quality, rates, outage reporting and reliability. According to Verizon, network modifications to enhance 4G wireless coverage throughout Fire Island are on schedule to accommodate forecasted increased demand for coverage and capacity. Such upgrades will facilitate availability of wireless data services to replace DSL and other non-voice services such as alarm monitoring (which the PSC does not

regulate) previously supported on the wireline network. Verizon has further committed to maintaining some wireline service to public safety forces and other government facilities.

If you have any questions or additional concerns, please feel free to contact Mike Rowley, Chief of Network Reliability, Office of Telecommunications ([michael.rowley@dps.ny.gov](mailto:michael.rowley@dps.ny.gov) 212.417.2175).

Sincerely,



Chad Hume

Director, Office of Telecommunications

cc: Honorable Robert Cox III, Mayor, Village of Saltaire  
Richard Bozsik, Director, Regulatory Affairs, Verizon New York, Inc.