

JOINT PROPOSAL

ADDITIONAL FIBER DEPLOYMENT

I. Participation in State's Broadband Program.

Verizon has bid for grants under the State Broadband Program Office/CAF auction. To the extent that any such grants are awarded to Verizon, the company commits to making fiber-based broadband service available to certain additional households in the areas covered by such grants, beyond the households to which Verizon is required to make service available under the terms of the grants (the "Additional Households"). Based on grants awarded by the BPO to date, Verizon estimates that the total number of Additional Households will be a minimum of approximately 14,000, and a maximum of approximately 20,500. The 6,500-household difference between the minimum and maximum represents Additional Households to which Verizon will make service available if it is awarded a grant for certain census blocks in the Mohawk area. Grants for those census blocks have not yet been awarded by the BPO, and they may be awarded to Verizon. These approximately 6,500 premises will be included as Additional Households if, but only if, Verizon is awarded the grants for the Mohawk-area census blocks referred to above.

II. Deployment in Long Island and Upstate.

Verizon will make fiber-based services available to a total of 10,000 – 12,000 residence and business customer premises in the Long Island and Upstate Reporting Region within one year of Commission adoption of the Joint Proposal. These premises are in addition to any residences or businesses receiving such services pursuant to BPO grants or "Additional Households" as set forth in Section I. Approximately 7,000 of those premises will be in Long Island and approximately 4,000 will be in Midstate and Upstate.

REMEDIATION OF COPPER PLANT

III. Targeted Remediation Program for New York City Copper Cables.

Verizon will identify 100 copper-fed building locations in New York City with a high incidence of repair visits by technicians and will replace the existing copper facilities to those locations with fiber optics (either fiber-to-the-premises or DLC). Verizon will make reasonable efforts to prioritize such deployment.

Verizon's obligations under this provision will be subject to the company's ability to secure access to buildings to perform the necessary work. Verizon will use reasonable efforts to secure such access. If Verizon is

unable to obtain access to some of the locations, those locations will be deleted from the list and an equal number of other locations will be added to the list of premises covered by this section.

Subject to delays caused by access issues, Verizon's target for completing this work will be two years from Commission adoption of the Joint Proposal.

IV. CTRR Remediation Plan.

Under this initiative, Verizon will identify and remediate copper plant conditions in central office entities ("COEs") that meet the criteria set forth below. Verizon has reviewed CTRR data for the period January 2017 to December 2017. Based on that data, 54 offices were identified that either missed the CTRR<5.5 performance standard in four or more months, or missed the standard in three months and had at least one CTRR Service Inquiry Report. The CTRR remediation plan will apply to those 54 offices.

New capital and operating expenditures will be made by Verizon with respect to outside plant and/or central office equipment associated with those COEs, to the extent necessary to eliminate the failure to meet the performance standards set forth above.

The expenditures will be prioritized to remediate conditions affecting the greatest number of customers first.

Remediation efforts will be completed within two years of Commission adoption of the Joint Proposal.

PLANT PRIDE PROGRAM

V. Plant Pride Program.

Within 60 days of Commission adoption of the Joint Proposal, Verizon will implement a Plant Pride Program ("PPP") through which technicians can submit plant conditions needing additional maintenance through Verizon's National Operations Quality Inspection ("NOQI") system or a successor system.

Verizon will review the submissions to NOQI, and within 90 days of receiving a submission under the PPP, will, in accordance with the following paragraph, perform plant rehabilitation or maintenance as deemed necessary by Verizon to address the reported conditions.

Verizon will resolve at least 75% of the submissions within the 90-day period, but that percentage may be reasonably adjusted by Verizon based on the number of submissions received and the CTRR results achieved. Final resolution may consist of repair, replacement, or a reasonable

conclusion that no further action is appropriate as Verizon determines. Reporting employees will be advised of the final resolution.

Verizon will also maintain detailed records concerning the status of each submission, and will review the results with CWA on a quarterly basis. The issues to be discussed at such reviews will include the volume of submissions, their quality, the number of conditions remedied and, in general, whether the program is achieving its objectives. These meetings will be led by the applicable Verizon region leaders and the CWA Area/District leadership, and no more than three additional representatives each from Verizon and the CWA will attend.

Technicians will be educated on the availability of this system and will be kept informed of the results through communications at the garage level, including dedicated space to publish local results (such as before and after photographs).

Garage communications sessions will continue to be held and additional measures will be taken to ensure technicians are aware of the NOQI system and the ability to report plant conditions through it. NOQI will be the primary mechanism for reporting and tracking activity for the PPP.

Absent agreement of CWA and Verizon to continue it, the Plant Pride Program will end at the earlier of four years after it is initiated, or upon completion of all of Verizon's other obligations under this Joint Proposal.

OTHER MEASURES

VI. Remediation Program for Batteries Providing Back-up Power to Remote Terminals ("RTs") during Commercial Power Outages.

Batteries at RTs serving critical customers (hospitals, PSAPs, police stations) will be identified and will be inspected within six months of Commission adoption of the Joint Proposal.

New batteries will be ordered and installed as necessary.

VII. Double Pole Removal Effort.

Verizon will remedy 64,000 double pole conditions over a four-year period commencing with the Commission adoption of the Joint Proposal.

VIII. Consolidation of Central Office Entities ("COEs").

In order to prevent single incidents in small COEs from unduly influencing reported CTRR metrics, remote COEs serving ≤ 500 lines will be consolidated into host switches for CTRR reporting purposes.

MISCELLANEOUS

IX. Force Majeure.

Verizon may, with notice to other parties, ask the Commission to delay its obligations under this Joint Proposal in the event that its full performance is prevented by circumstances beyond the company's reasonable control.

X. Reporting Obligations.

Verizon will periodically submit to Staff a Report of its progress in meeting its obligations under this Joint Proposal. The content and frequency of such Reports will be determined through discussions between Staff and Verizon, after consultation with other Parties, following the adoption of the Joint Proposal by the Commission. The Reports will also be made available to parties to this proceeding consistent with the terms and conditions of the Revised Protective Order, subject to the provisions of that order. No designation by Verizon of the contents of a Report made pursuant to this paragraph as confidential pursuant to the Revised Protective Order, will affect, prevent or limit in any way the discussion of or disclosure by any person of any information not derived from such report, including such information discussed at a meeting held pursuant to Section V of this Joint Proposal.