OFFICE OF THE VICE PRESIDENT

July 12, 2013

Honorable Jeffrey Cohen
Acting Secretary, Public Service Commission
State of New York
Three Empire State Plaza
Albany, NY 12223

Re: Case 13-C-0197 – Tariff filing by Verizon New York Inc. to introduce language under which Verizon could discontinue its current wireline service offerings in a specified area and instead offer a wireless service as its sole service offering in the area.

Dear Secretary Cohen:

On behalf of CWA and its 68,000 members in New York State, including more than 14,000 at Verizon, I am writing with regard to Verizon New York, Inc.'s ("Verizon") continuing violation of the conditions placed on the offering of Voice Link service under the terms of the New York Public Service Commission's ("PSC" or "Commission") *Order Conditionally Approving Tariff Amendments in Part, Revising in Part, and Directing Further Comments*, issued May 16, 2013 ("Order").

In recent days, CWA members have observed that repair call centers in New York City are now assigning employees to Voice Link jobs. In addition, CWA members report that technicians are receiving specialized Voice Link installation training and are being assigned to carry out installations in the Buffalo and Watertown areas.

Verizon has not obtained authority from the PSC to abandon the wireline connections to its customers, just because the Company prefers to avoid the expense of repairing its existing facilities, and the Company's recent claim that additional Voice Link installations are "optional" is highly suspect, since customers are led to understand that Verizon will not provide timely repair of their wireline service.

CWA reiterates its earlier request that the PSC take immediate action to require Verizon to curtail all Voice Link deployment (except for purposes of the authorized Fire Island trial) until the PSC has had the opportunity to evaluate the evidence concerning the public interest implications of Voice Link service.

Christopher Shelton
Vice President
CWA District 1