



STATE OF NEW JERSEY
Board of Public Utilities
44 South Clinton Avenue, 9th Floor
Post Office Box 350
Trenton, New Jersey 08625-0350
www.nj.gov/bpu/

CABLE TELEVISION

IN THE MATTER OF THE PETITION OF VERIZON)
FOR PERMISSION TO CLOSE A LOCAL BUSINESS) ORDER OF APPROVAL
OFFICE IN THE TOWN OF WESTFIELD, COUNTY)
OF UNION, STATE OF NEW JERSEY AND DIRECT)
CUSTOMERS TO AN EXISTING OFFICE IN THE)
TOWNSHIP OF SPRINGFIELD, COUNTY OF UNION,)
STATE OF NEW JERSEY, PURSUANT TO)
N.J.A.C. 14:18-5.1 (c) AND N.J.A.C. 14:3-5.1(e)) DOCKET NO. CO12050368

Parties of Record:

William D. Smith, Assistant General Counsel, Verizon New Jersey, Inc.
Stefanie A. Brand, Director, New Jersey Division of Rate Counsel

BY THE BOARD:

This matter concerns a request by Verizon New Jersey, Inc. ("Petitioner" or "Verizon") for approval to (i) close its customer service office currently located at 241 North Avenue W., in the Town of Westfield, County of Union, State of New Jersey 07090 and (ii) redirect its customers to an existing Verizon office which is approximately 3.5 miles from the Westfield location at 901 Mountain Avenue, in the Township of Springfield, County of Union, State of New Jersey 07081.

On May 11, 2012, Petitioner filed a petition, pursuant to N.J.A.C. 14:18-5.1, seeking Board approval to close and relocate a customer service office. Petitioner claims that the relocation of its Westfield office is reasonable and will serve the public interest for several reasons including:

1. The new location will provide customers with extended hours of operation, including Sundays.
2. The number of available parking spaces at the new location is more than triple the amount at the Westfield location.
3. Customers will benefit by being able to care for all of their Verizon service needs – both wireline and wireless – in one location.

4. The new office is approximately 3.5 miles from the current location and accessible by public transportation, therefore it will not pose any inconvenience to customers.

Petitioner indicates that no adverse impact is expected on the level of service provided to customers as a result of the change. The customer services will be provided through a Verizon Wireless Premier Agent and will allow for customers to: pick-up, drop-off or exchange set top boxes, access public information files, submit applications for new Verizon FiOS service or make changes to existing FiOS service, present service inquiries, tender complaints and bill payments and schedule installation and service calls. Additionally, customers have the ability to order new Verizon Wireless service and service their existing Verizon Wireless accounts. The office will be open to transact business from 9:00 a.m. to 8:00 pm on Monday through Friday, on Saturday from 10:00 am to 8:00 pm and on Sunday from 10:00 am to 6:00 pm.

As required by N.J.A.C. 14:18-5.1(c), Petitioner initially posted notice of the proposed change of location on July 10, 2012 and again on August 1, 2012, at its Westfield office location. Notice was also published on May 15, 2012 in the Star Ledger, on May 16, 2012 in the Suburban News and Independent Press and on May 17, 2012 in The Item of Milburn and Short Hills and Union County Local Source, newspapers of general circulation in Petitioner's service area, informing area subscribers of the proposal and their right to file written comments or objections with the Board. Also on May 14, 2012, Petitioner sent notice of its petition to the municipal clerks of affected municipalities in its service area. This office currently serves the following municipalities:

Berkeley Heights Township, Bound Brook Borough, Chatham Borough, Chatham Township, Clark Township, Cranford Township, Edison Township, Elizabeth City, Fanwood Borough, Florham Park Borough, Garwood City, Hillside Township, Irvington Township, Kenilworth Borough, Linden City, Livingston Township, Long Hill Township, Madison Borough, Maplewood Township, Mountainside Borough, New Providence Borough, North Plainfield Borough, Perth Amboy City, Piscataway Township, Roselle Borough, Roselle Park Borough, Scotch Plains Township, South Bound Brook Borough, South Brunswick Township (a/k/a Kendal Park), South Orange Village Township, South Plainfield Borough, Springfield Township, Summit City, Union Township (Union), Warren Township, Watchung Borough, Westfield Town, Winfield Township and Woodbridge Township.

Each of the municipalities was sent notice of the proposed office closing. No objections from the affected municipalities or the subscribers served by the office in question have been filed.

By letter dated July 9, 2012, the New Jersey Division of Rate Counsel filed comments with the Board in support of Verizon's petition.

The proposed change in customer service office location conforms to all existing conditions regarding office location pursuant to the requirements of Petitioner's system-wide franchise granted by the Board in I/M/O the Application of Verizon New Jersey, Inc. for a System-wide Cable Television Franchise, Docket No. CE06110768 (December 18, 2006) for the areas served by the Petitioner.

Accordingly, and based upon the petition and supporting documentation, the Board HEREBY FINDS that the proposed change in office location will not adversely affect the subscribers in the system. Therefore, the Board HEREBY ORDERS that Petitioner's request to (i) close its existing customer service office located at 241 North Avenue W., Westfield, New Jersey, 07090

and (ii) redirect its customers to its existing Springfield office be GRANTED subject to the following:

1. The personnel at the Premier Agent location must be appropriately trained to perform the Verizon FIOS services described herein; and
2. Verizon must ensure that the new Verizon office has appropriate signage identifying it as a Verizon FIOS customer service office capable of providing the services described herein.


This Order shall be effective on September 24, 2012, and will be null and void if Verizon does not complete the closing and relocation of its customer service facility and functions within 180 days from the effective date of this Order.


DATED: 9/13/12

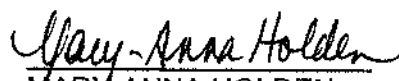
BOARD OF PUBLIC UTILITIES
BY:



ROBERT M. HANNA
PRESIDENT


JEANNE M. FOX
COMMISSIONER

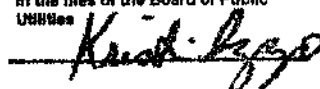

JOSEPH L. FIORDALISO
COMMISSIONER


NICHOLAS ASSELTA
COMMISSIONER


MARY-ANNA HOLDEN
COMMISSIONER

ATTEST: 
KRISTI IZZO
SECRETARY

I HEREBY CERTIFY that the within document is a true copy of the original in the files of the Board of Public Utilities



SERVICE LIST

**I/M/O THE PETITION OF VERIZON FOR PERMISSION
TO CLOSE A LOCAL BUSINESS OFFICE IN THE TOWN OF WESTFIELD, COUNTY OF
UNION, AND DIRECT CUSTOMERS TO AN EXISTING OFFICE IN THE TOWNSHIP OF
SPRINGFIELD, COUNTY OF UNION, STATE OF NEW JERSEY
PURSUANT TO N.J.A.C. 14:18-5.1 and N.J.A.C. 14:3-5.1(e)**

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William D. Smith, Esq.
Assistant General Counsel
Verizon
140 West Street
27th Floor
New York, NY 10007

Gwen Cogan Brunelli
Verizon Regional Field Director
Mid Atlantic Division
One Verizon Way
VC21 E 048
Basking Ridge, NJ 07920

Lawanda Gilbert, Esq., Acting Director
Office of Cable Television
Board of Public Utilities
44 South Clinton Avenue
P.O. Box 350
Trenton, NJ 08625-0350

David Wand, Esq.
Deputy Attorney General
State of New Jersey
Division of Law
124 Halsey Street
Newark, NJ 07101

William H. Furlong, Bureau Chief
Steven Rastatter, TSA 1
Karen Marlowe, AA1
Office of Cable Television
Board of Public Utilities
44 South Clinton Avenue
P.O. Box 350
Trenton, NJ 08625-0350

Eric Hartsfield, Director
Julie Ford-Williams, Bureau Chief
Richard J. Lambert, AA
Division of Customer Assistance
Board of Public Utilities
44 South Clinton Avenue
P.O. Box 350
Trenton, NJ 08625-0350

Carol Artale, Esq.
Legal Specialist
Counsel's Office
Board of Public Utilities
44 South Clinton Avenue
P.O. Box 350
Trenton, NJ 08625-0350

Stefanie A. Brand, Esq., Director
Christopher White, Esq.
Division Of Rate Counsel
31 Clinton Street, 11th Floor
P. O. Box 46005
Newark, NJ 07101