



**STATE OF NEW JERSEY**  
**Board of Public Utilities**  
44 South Clinton Avenue, 9<sup>th</sup> Floor  
Post Office Box 350  
Trenton, New Jersey 08625-0350  
[www.nj.gov/bpu/](http://www.nj.gov/bpu/)

CABLE TELEVISION

IN THE MATTER OF THE PETITION OF VERIZON )  
NEW JERSEY, INC. FOR PERMISSION TO )  
RELOCATE A LOCAL BUSINESS OFFICE IN THE )  
CITY OF BRIDGETON, COUNTY OF CUMBERLAND, )  
STATE OF NEW JERSEY, TO A NEW OFFICE ALSO )  
LOCATED IN BRIDGETON CITY, IN THE SAME )  
SHOPPING MALL, PURSUANT TO N.J.A.C. 14:18- )  
5.1(c) )

ORDER OF APPROVAL

DOCKET NO. CO13030258

**Parties of Record:**

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

**BY THE BOARD:**

The matter concerns a petition by Verizon New Jersey, Inc. ("Petitioner" or "Verizon") for approval to relocate its customer service office currently located at 13 Cornwell Drive, Bridgeton, New Jersey 08302, Cumberland County, to a different store within the same shopping mall, at the same address.

On April 5, 2013, Petitioner filed a petition, pursuant to N.J.A.C. 14:18-5.1(c), seeking Board approval to relocate a customer service office. Petitioner claims that the relocation of its Bridgeton City 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 Sunday hours;
2. The number of available parking spaces at the new location is sufficient for the amount of customers that currently come to the office;
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 within the same shopping mall as the current location and remains accessible by public transportation. Therefore the move will not create any transportation obstacles for its 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 services and service their existing Verizon Wireless accounts. The office will be open to transact business on Monday through Saturday from 10:00 a.m. to 8:00 p.m. and on Sunday from 11:00 a.m. to 6:00 p.m.

As required by N.J.A.C. 14:18-5.1(c), Petitioner posted notice of the proposed change of location on June 5, 2013, at its present office location. Notice was also published on March 25, 2013 in the Star Ledger and on March 28, 2013 in the Vineland Daily Journal, 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 by April 26, 2013. Also, on March 27, 2013, Petitioner sent notice of its petition to the municipal clerks of the 11 affected municipalities in its service area. Neither the affected municipalities nor any subscribers served by the office filed objections. This office currently serves the following 11 municipalities:

Alloway Township, Bridgeton City, Deerfield Township, Elsinboro Township, Hamilton Township (Atlantic County), Hopewell Township (Cumberland County), Quinton Township, Salem City, Shiloh Borough, Upper Deerfield Township and Vineland City.

By letter dated June 19, 2013, the New Jersey Division of Rate Counsel filed comments with the Board stating it does not oppose 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 relocate its existing customer service office located at 13 Cornwell Drive, Bridgeton, New Jersey, 08302, Cumberland County, to a location operated by its agent, We R Wireless, in a different store in the same shopping mall, be **GRANTED** subject to the following:


1. The personnel at the We R Wireless 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 July 29, 2013, and will be null and void if Verizon does not complete the relocation of its customer service facility and functions within 180 days from the effective date of this Order.

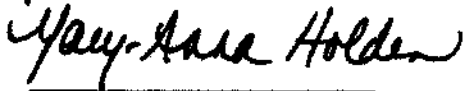
DATED: 7/19/13

BOARD OF PUBLIC UTILITIES  
BY:

  
ROBERT M. HANNA  
PRESIDENT

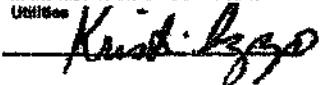
  
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ATTEST:  
  
KRISTINIZZO  
SECRETARY

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


IN THE MATTER OF THE PETITION OF VERIZON NEW JERSEY, INC. FOR PERMISSION TO RELOCATE A LOCAL BUSINESS OFFICE IN THE CITY OF BRIDGETON, COUNTY OF CUMBERLAND, STATE OF NEW JERSEY, TO A NEW OFFICE ALSO LOCATED IN BRIDGETON CITY, IN THE SAME SHOPPING MALL, PURSUANT TO N.J.A.C. 14:18-5.1(c)

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