



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 RELOCATE A LOCAL)
BUSINESS OFFICE IN THE TOWNSHIP OF)
HAMILTON (MAYS LANDING), COUNTY OF)
ATLANTIC, STATE OF NEW JERSEY, TO A NEW)
OFFICE ALSO LOCATED IN HAMILTON TOWNSHIP,)
IN AN ADJACENT SHOPPING MALL, PURSUANT TO)
N.J.A.C. 14:18-5.1(c)) **ORDER OF APPROVAL**

DOCKET NO. CO12110990

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 4450 Black Horse Pike, Hamilton Township (Mays Landing), New Jersey 08330, Atlantic County, to 2300 Wrangleboro Road, Mays Landing, New Jersey 08330, a location operated by A Wireless, in a different store in an adjacent shopping mall, approximately one mile away.

On November 8, 2012, 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 Mays Landing 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 approximately 1 mile from 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 Thursday from 10:00 a.m. to 8:00 p.m., Friday and Saturday from 10:00 a.m. to 9:00 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 January 30, 2013, at its present office location. Notice was also published on November 3, 2012 in the Star Ledger and in the Atlantic City Press, 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 December 3, 2012. Also, on November 12, 2012, Petitioner sent notice of its petition to the municipal clerks of affected municipalities in its service area. This office currently serves the following 10 municipalities:

Berlin Borough, Berlin Township, Bridgeton City, Chesilhurst Borough, Hamilton Township (Atlantic County), Middle Township, Shamong Township, Shiloh Borough, Vineland City and Winslow 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 March 5, 2013, the New Jersey Division of Rate Counsel filed comments with the Board stating they do 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 In the Matter of 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.

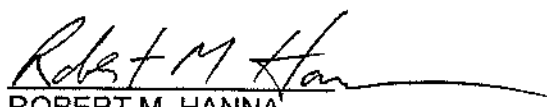
Accordingly, and based upon the petition and supporting documentation, the Board **HEREBY FINDS** that the proposed change in office location will not adversely affect the subscribers in the system. Therefore, the Board **HEREBY ORDERS** that Petitioner's request to relocate its existing customer service office located at 4450 Black Horse Pike, Hamilton Township (Mays Landing), New Jersey, 08330, Atlantic County, to a location operated by its agent, A Wireless, in a different store in an adjacent shopping mall, approximately one mile away, be **GRANTED** subject to the following:

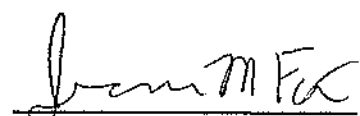
1. The personnel at the A Wireless location must be appropriately trained to perform the Verizon FIOS services described herein; and
2. Verizon must ensure that the new Verizon office has appropriate signage identifying it as a Verizon FIOS customer service office capable of providing the services described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


This Order shall be effective on March 30, 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: 3/20/13


BOARD OF PUBLIC UTILITIES
BY:

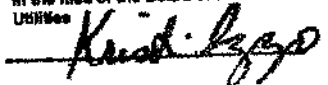

ROBERT M. HANNA
PRESIDENT


JEANNE M. FOX
COMMISSIONER


JOSEPH L. FIORDALISO
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

In the Matter of the Petition of Verizon for Permission to Relocate a Local Business Office in the Township of Hamilton (Mays Landing), County of Atlantic, State of New Jersey, to a New Office also Located in Hamilton Township an Adjacent Shopping Mall, Pursuant to N.J.A.C. 14:18-5.1(c)

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