



STATE OF NEW JERSEY
Board of Public Utilities
44 South Clinton Avenue, 9th Floor
Post Office Box 350
Trenton, NJ 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 SOUTH)
BRUNSWICK (MONMOUTH JUNCTION), COUNTY OF)
MIDDLESEX, STATE OF NEW JERSEY, TO A NEW)
OFFICE LOCATED WITHIN THE SAME SOUTH)
BRUNSWICK SHOPPING MALL, PURSUANT TO)
N.J.A.C. 14:18-5.1(c))

ORDER OF APPROVAL

DOCKET NO. CO12110989

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 4095 US Highway 1, South Brunswick Square, Monmouth Junction, County of Middlesex, State of New Jersey 08852, to a location operated by its agent, Go Wireless, in a different store within the same shopping mall, approximately .25 miles apart.¹

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 Monmouth Junction 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.

¹ The mailing address of Verizon's new office remains 4095 US Highway 1, South Brunswick Square, Monmouth Junction, County of Middlesex, State of New Jersey 08852.

2. The number of available parking spaces at the new location is the same as present since it is in the same shopping mall.
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 .25 miles from the current location and remains 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 services and service their existing Verizon Wireless accounts. The office will be open to transact business from 10:00 a.m. to 9:00 p.m., Monday through Saturday 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 initially posted notice of the proposed change of location on October 25, 2012, at its present office location. Notice was also published on November 2, 2012 in the Star Ledger and in the Home News Tribune, 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 municipalities:

Allentown Borough, Branchburg Township, Bridgewater Township, Cranbury Township, East Brunswick Township, East Windsor Township, Edison Township, Englishtown Borough, Ewing Township, Hamilton Township, Helmetta Borough, Highland Park Borough, Hightstown Borough, Hillsborough Township, Hopewell Borough, Hopewell Township, Jamesburg Borough, Lawrence Township, Manalapan Township, Manville Borough, Middlesex Borough, Monroe Township, Montgomery Township, New Brunswick City, North Brunswick Township, Old Bridge Township, Pennington Borough, Perth Amboy City, Piscataway Township, Plainsboro Township, Princeton Borough, Princeton Township, Raritan Borough, Robbinsville Township, Rocky Hill Borough, Roosevelt Borough, Sayreville Borough, Somerville Borough, South Bound Brook Borough, South Brunswick Township, Spotswood Borough, Trenton City, West Windsor 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 December 4, 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.

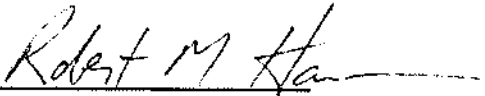
Accordingly, and based upon the petition and supporting documentation, the Board **HEREBY FINDS** that the proposed change in office location will not adversely affect the subscribers in the system. Therefore, the Board **HEREBY ORDERS** that Petitioner's request to relocate its existing customer service office located at 4095 US Highway 1, South Brunswick Square, Monmouth Junction, New Jersey, 08852 to a location operated by its agent, Go Wireless, in a different store within the same shopping mall, approximately .25 miles apart, be **GRANTED** subject to the following:

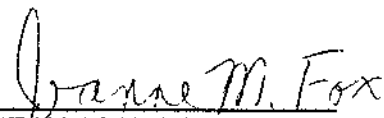
1. The personnel at the Go Wireless location must be appropriately trained to perform the Verizon FIOS services described herein; and
2. Verizon must ensure that the new Verizon office has appropriate signage identifying it as a Verizon FIOS customer service office capable of providing the services described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

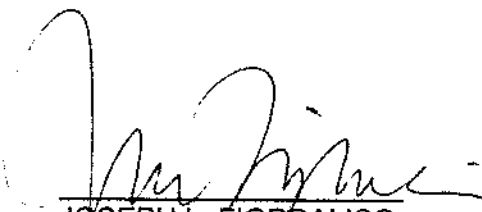
This Order shall be effective on December 30, 2012, and will be null and void if Verizon does not complete the relocation of its customer service facility and functions within 180 days from the effective date of this Order.

DATED: 12/19/12

BOARD OF PUBLIC UTILITIES
BY:


ROBERT M. HANNA
PRESIDENT


JEANNE M. FOX
COMMISSIONER

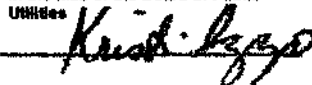

JOSEPH L. FIORDALISO
COMMISSIONER


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

In the Matter of The Petition of Verizon for Permission to Relocate a Local Business Office in The Township of South Brunswick (Monmouth Junction), County of Middlesex, State of New Jersey, to a New Office Located Within the Same South Brunswick Shopping Mall, Pursuant to N.J.A.C. 14:18-5.1(c)

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