



From: Benn, Simone A [mailto:simone.a.benn@verizon.com]
Sent: Thursday, October 08, 2009 4:56 PM
ToCc: Maietta, Deana M; Benn, Simone A
Subject: VERIZON IMPORTANT CUSTOMER NOTICE

Dear Municipal Official:

This is to inform you of changes to Verizon's FiOS TV service as fully described in the attached sample customer postcards that will also appear on screen.

We realize that our customers have other alternatives for entertainment and our goal is to offer the best choice and value in the industry. Verizon appreciates the opportunity to conduct business in your community. Should you or your staff have any questions, please contact Gwen Cogan 908 559-1404, Deana Maietta 908 559-2619 or me.

Respectfully Yours,

Simone A. Benn

Franchise Services Coordinator

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Basking Ridge, NJ 07920

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KIA,

At Verizon we strive hard to provide you with the best experience by keeping you informed of TV programming and content-related changes that occur on our network.

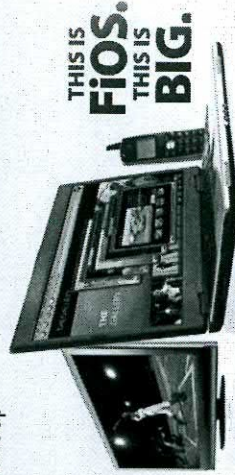
On or after **November 9, 2009** there will be changes impacting your line up:

- The TV Guide channel, currently located on channel 48, will be moving to channel 195.
- If you subscribe to the FiOS TV **local** package, you will no longer be able to access the TV Guide channel once it has moved (*subscribers to Premier, Essentials, and Extreme HD packages will be able to access the channel at its new location*).
- Once this move has occurred, the TV Guide channel will no longer offer its scrolling channel listing feature.

We apologize in advance for any inconvenience this may cause.

You can access channel listings on screen by pressing the "guide" button on the FiOS TV remote. If you do not have access to our FiOS TV interactive media guide, you can refer to a printed channel line up or online channel listings for assistance in locating content.

Access your local lineup 24 hours a day/7 days a week by visiting us online at verizon.com/fiosTV and clicking on the "Channels" tab.



THIS IS
FiOS.
THIS IS
BIG.

Thanks for Choosing Verizon FiOS!

KIA,
See the reverse side for
information regarding your
FiOS TV Channel Lineup.



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TVGUIDE_NOTIFY_PSID_0999



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Silver Spring, MD 20914-8000
Return Service Requested.

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PRESORTED
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KIA SPARKS
007 AUSTIN MARTIN LANE
LONDON, WI 53555