



Masser, Michelle

To: Lashway, Lisa
Subject: RE: Important Notice Regarding FiOS TV Programming

From: Maietta, Deana M [mailto:deana.m.maietta@verizon.com]
Sent: Friday, February 26, 2010 11:31 PM
Subject: Important Notice Regarding FiOS TV Programming

Dear Municipal Official:

This is to inform you of programming related changes to Verizon's FiOS TV service as fully described in the attached sample customer notices. Setanta Sports channel on channel 1009 will be removed on Mar. 1, 2010, and Fox Reality will be removed from channel 197 on Mar. 29, 2010. Both channels are being removed by the provider.

The onscreen notice for the Setanta Sports channel removal will appear as a Message Center Notice and a screen crawl on The Weather Channel from Feb. 23, 2010 through Mar. 8, 2010. The Fox Reality on screen notice will appear as a Message Center Notice and a screen crawl on The Weather Channel from Feb. 28, 2010 through Mar. 31, 2010.

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 me at deana.m.maietta@verizon.com, or on 908 559-2619.

Sincerely,

Deana Maietta

Franchise Service Specialist

1 Verizon Way VC11W422

Basking Ridge, NJ 07920

Office 908 559-2619

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deana.m.maietta@verizon.com

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Message Center Notice

Short Title: Setanta Sports

Long Title: Setanta Sports – Fox Soccer Plus

FiOS TV Customer:

Starting March 1st, Channel 1009, which carries Setanta sports, will become Fox Soccer Plus. You will still be able to access this content on channel 1009 and your monthly subscription rate will not change. Fox Soccer Plus will continue to offer you exciting, international sports content - like coverage of the Barclays Premier League, Champions League, UEFA Europa League, the Coca Cola Championship and the FA Cup. Fox Soccer Plus will also add new coverage of Italy's Serie A.

There is no action required on your part as this change will automatically take effect on March 1st.

You can always visit us online at verizon.com/fiostvchannels for your most current channel line up. Thanks for being a loyal FiOS TV customer!

The Weather Channel Crawl Notice

Setanta Sports Subscribers: Starting 3/1/10, Setanta Sports will become Fox Soccer Plus. The channel will still be located on channel 1009 and your monthly rate will not be affected. Press the "menu" button on your FiOS TV remote and see your "messages" for more details. Thanks for being a loyal FiOS TV customer!



Message Center Notice

Short Title: Channel Changes
Long Title: Fox Reality Channel Removal - 3/29/10

FiOS TV Customer:

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

On March 29th, 2010 Fox Reality - currently located on channel 197 - will be removed from the FiOS TV lineup and you will no longer be able to receive this program. This program has been discontinued by the provider. We apologize in advance for any inconvenience this may cause.

But don't think you have to miss a minute of action packed content. You will be happy to know that National Geographic - Wild will be available as of March 29th. You can find this new addition to FiOS TV on channel 132 at that time.

Remember that you always have access to your local lineup at the click of your mouse - 24 hours a day/7 days a week - when you visit us online at verizon.com/fiostv by clicking on the "Channels" tab.

The Weather Channel Crawl Notice

Attention FiOS TV Customers: On 3/29/10, Fox Reality - currently located on ch 197 - will be discontinued and removed from the FiOS TV lineup. Press the "Menu" button to check your "Messages" for more details. We apologize in advance for any inconvenience this may cause.