



From: Benn, Simone A [mailto:simone.a.benn@verizon.com]
Sent: Monday, June 29, 2009 4:38 PM
Subject: IMPORTANT-VERIZON CHANNEL CHANGE

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 notice that will appear onscreen.

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 .

Respectfully Yours,

Simone A. Benn

Franchise Services Coordinator

1 Verizon Way VC11W415

Basking Ridge, NJ 07920

908 559-3843 (o)

908 766-3036 (f)

simone.a.benn@verizon.com

The information in this email is confidential and may be legally privileged. It is intended solely for the addressee. Access to this email by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful. If you received this in error, please contact the sender and delete the material from any computer.



Message Center Notice

Short Title: Channel Realignment
Long Title: Location Change - Hallmark Channel
Message:

Valued FiOS TV Customers:

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

Beginning on or near August 3, 2009 - The "Hallmark" channel (currently located on ch 740) will be moving to channel 739. These changes are being done to create more internal network efficiencies and also to continuously provide you with the best television service quality.

We apologize in advance for any inconvenience this may cause, and in an effort to make this transition more seamless for our customers, we have posted messaging within your on-screen channel guide to direct you to the new channel location.

Please simply press the "Guide" button on your FiOS TV remote to access your on-screen channel listings, as you surf the guide you will see reminder postings on any channels that may be changing locations in the near future. We encourage customers to note the new channel locations on or before the relocation effective date of August 3rd in order to mitigate any potential issues locating this content once the channel relocation has completed.

Thanks for being a loyal FiOS TV customer!