



200 Anderson Avenue
Moonachie, NJ 07074

August 7, 2026



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LOUISA CO E911 FINANCE DEPT

1 WOOLFOLK AVE STE 304

LOUISA, VA 23093-4278



Telephone Number: 023-785-4030

Important Information About Your Communications Network

Dear LOUISA CO E911 FINANCE DEPT,

We're pleased to inform you about updates to certain traditional copper-based and time-division multiplexing (TDM) services in Delaware, New Jersey, Rhode Island, and Virginia to enable access to newer service options that offer faster speeds and more consistent performance.

As part of our transition to more advanced technologies, services will be delivered using modern wireless or fiber technology where available.

What This Means for You

You don't need to take action right now. There's no change or interruption to your service today. If you want to explore your options early or have questions, give us a call at **800 Verizon (800.837.4966.)**

What's Changing and When

On or after **October 23rd, 2026**, subject to Federal Communications Commission (FCC) approval, Verizon will have authority to discontinue traditional copper-based phone service.

At that time we will begin contacting customers whose services will be discontinued, by letter, with more details and next steps to support you as you transition your services.

You will receive advance notice by letter with your specific disconnection date.

Services Affected

The following copper-based and TDM services and related ancillary services are affected:

- Traditional copper business phone service offered as "Business Dial Tone Service," "Business Basic Service Access Line - copper-based dial tone phone service," and "Business Individual Line."
- PBX Analog Trunks and dial tone lines used as trunks - telephone lines that connect a private phone system to the public network for inbound and outbound calls.
- Pay Telephone / Coin and Coinless Telephone service - a service providing connectivity to a customer-provided payphone.

Your Options

When it's time to make a change, you'll have several options – including moving to a modern solution that:

- Lets you keep your current phone number
- Supports essential services like 911 and many legacy alarm systems and faxes
- Delivers a reliable, modern service

If your services will be discontinued, you will have at least one fiber, wireless or cable option available. Many customers will be able to choose modern Verizon voice service over wireless or fiber.

Additional Information

- Verizon's Fios and wireless services are not affected and will continue without interruption.
- On or after **September 30, 2026**: We plan to stop accepting new orders for copper services in your area. New voice service orders will be fulfilled using solutions over our wireless networks.¹
- This letter shall serve as notice that all affected services subject to automatic-renewal are not being renewed. After the end of the existing term, we will continue to provide service on a month-to-month basis until the discontinuance date, at our then current month-to-month pricing.
- All changes are subject to any applicable contractual obligations and regulatory approvals.
- If you've already received a different disconnection notice with an earlier date, that date will still apply.
- For existing federal, state, and local government agencies and educational institutions, modifications to service offerings will continue to be subject to the terms of their contract, the tariff, or product guide as applicable.
- Customers who were notified of any other circuit disconnections with dates earlier than those in this letter will still have their circuits disconnected on the original, earlier date.

Thank you for being a Verizon customer. We're committed to making this transition as simple and smooth as possible.

Sincerely

Verizon Support Team

On behalf of:

¹ See Attachment A for battery backup information for voice services.

State	Company	Address
Delaware	Verizon Delaware LLC	901 Tatnall Street, Wilmington, DE 19801
New Jersey	Verizon New Jersey Inc.	540 Broad Street, Newark, NJ 07102
Rhode Island	Verizon New England Inc. d/b/a Verizon Rhode Island	6 Bowdoin Square, 9th Floor, Boston, MA 02214.
Virginia	Verizon Virginia LLC Verizon South Inc.	2201 Loudoun County Parkway, Ashburn, VA 20147

FCC Notice

The following notice applies to the services in this notification, is required by the Federal Communications Commission ("FCC" or "Commission"), and is applicable to the communications services listed in this letter:

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71

Application of Citizens Telecommunications Company of Utah d/b/a Frontier Communications of the Southwest Inc.; Citizens Telecommunications Company of the White Mountains, Inc. d/b/a Frontier Communications of the White Mountains; Citizens Utilities Rural Company, Inc., d/b/a Frontier Citizens Utilities Rural; Navajo Communications Company, Inc.; Frontier Communications of the Carolinas LLC; Frontier Communications of Virginia Inc.; Frontier Communications of Michigan, Inc.; Frontier Communications of the Southwest, Inc.; Frontier North Inc.; Verizon Delaware LLC; Verizon New Jersey Inc.; Verizon New England Inc. d/b/a Verizon Rhode Island; Verizon South Inc.; Verizon Virginia LLC, all Verizon companies. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

Attachment A - Additional Information for Voice Services

Voice Services Over the Wireless Network

These devices include battery backup capability.

- Under typical conditions for current solutions, the battery provides up to 24 hours of backup power during a power outage.
- Actual battery life may vary depending on network conditions, features in use, call frequency, usage patterns.

Important Notes:

- The device does not provide line power to your telephone.
- Different models may include either a rechargeable battery or replaceable AA batteries.
- Replacement batteries are widely available.
- If the device has no electrical power or battery power, it will not function, including for 911 emergency calls.

Steps to take to ensure safe usage and security responsibilities:

- You must enter the US address where you want emergency services to be sent if you call 911, before voice service can be activated. If you move your equipment, you must update your service address with us immediately.
- You are responsible for obtaining and maintaining a backup battery or rechargeable batteries for your equipment, to ensure service continuity.
- To ensure service during an outage, a charged battery must be installed.
- The device must be properly connected to power when not in use.

Business Digital Voice (a Verizon fiber-based service)

These devices include battery backup capability.

- Under typical conditions for current solutions, fully charged batteries in the battery backup unit provide 24 hours of backup power during a power outage.
- Actual battery life may vary depending on network conditions, features in use, call frequency, usage patterns.
- Replacement batteries are widely available: the backup battery unit uses 12 D cell batteries.

Important Notes:

- Business Digital Voice service is delivered over fiber and does not supply power through the phone line.
- Battery backup units are provided to eligible business locations where service is migrated from a copper-based phone service, providing up to 24 hours of backup power during power outages.
- If the device has no electrical power or battery power, it will not function, including for 911 emergency calls.

Steps to take to ensure safe usage and security responsibilities:

- To maintain power during a power outage, you will need a battery backup unit. This allows you to continue making and receiving calls, including emergency and 911 calls.
- If you move you must update your service address with us immediately.
- You are responsible for obtaining and maintaining a backup battery and rechargeable batteries for your equipment to ensure service continuity.
- To ensure service during an outage charged batteries must be installed.
- You are responsible for obtaining replacement “D” cell batteries for continued use during an extended power outage.
- The device must be properly connected to power when not in use.

Landline Phones and Power Requirements

Some phones - especially cordless models - require electricity to operate.

- If your phone requires external power, it will not work during a power outage, even if your service has battery backup.
- This includes the ability to make or receive 911 calls.

For maximum reliability during power outages, consider using a corded phone that does not require external power.

Interconnected VoIP Services

If your power is out or your internet connection is down, be aware that your VoIP service may not work. Consider installing a backup power supply or having a wireless phone as a backup.

Steps to take to ensure safe usage and security responsibilities:

- Portable interconnected Voice over Internet Protocol (VoIP) services can be used from virtually any internet connection anywhere; however, VoIP 911 calls may not connect to the 911 call center serving your current location.
- VoIP customers may need to provide location or other information to their VoIP providers, and update this information each time they change locations for their VoIP 911 service to function properly.
- VoIP service may not work during a power outage or when the internet connection fails or becomes overloaded. Additional information is available on the FCC’s website (<https://www.fcc.gov/consumers/guides/voip-and-911-service>).

Attachment A2 - Additional Information for Facilities-Based Phone Service From A Provider Other Than Verizon

Cable or Fiber Phone Service

Phone devices may require batteries, wired power, or both.

- Actual battery life may vary depending on network conditions, features in use, call frequency, and usage patterns.

- Please review all documentation from your device manufacturer and service provider.

Important Notes:

- Voice service delivered over fiber or cable does not supply power through the phone line.
- If the device has no electrical power or battery power, it will not function, including for 911 emergency calls.

Steps to take to ensure safe usage and security responsibilities:

- To maintain power during a power outage, you will need a battery backup, if available for your device, and the backup must be installed. You are responsible for obtaining any such option, if available.
- If you move you must update your service address with your service provider immediately.
- Read the FCC's 911 tips, available here: <https://www.fcc.gov/emergency>.

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