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READ: “The Book of Broken Promises” for the details of how we ended up in this mess and what should happen next. <http://newnetworks.com/bookbrokenpromises/>

Did Verizon NY Charge You for a Fiber Optic Service You May Never Get?

- 1) Verizon NY (VNY) Charged Every Residential Phone Customer about \$750.00 Per Line for a Fiber Optic service**, including seniors, low income families and rural areas, (counting taxes, some of which are also revenues to Verizon).
 - In 2006, the NY Public Service Commission granted Verizon NY multiple rate increases (84%) on residential phone service for "massive deployment of fiber optics" and "losses". (VNY also raised business rates multiple times as well.)
 - Extra services, including inside wiring or non-published numbers, also got hit with 100%-300% rate increases since 2006. Customers paid an additional \$430.00 extra, counting taxes for inside wire maintenance, for example.
 - If you have phone service and added features, you paid over \$1,180 extra.
- 2) Verizon New York Lost Billions on Paper — and Paid No Income Taxes.**
 - VNY lost \$2.58 billion in just 2014, and that is just in New York State.
 - VNY lost \$12.5 billion over the last five years, 2010-2014, with a \$1.28 billion income tax benefit.
 - Verizon New York paid no income taxes since 2005.
- 3) Verizon Stopped FiOS Deployments Leaving Over 50% Incomplete.**
 - Only 46-59 percent of New York City has been upgraded to fiber optics, even though the franchise calls for 100 percent by July 2014.
 - Only 42-51 percent of the rest of New York State has been upgraded.
 - 80 percent of NY State municipalities will only be upgraded in parts, or not at all.
- 4) All Customers Paid for Fiber Upgrades; Over 50% May Never, Ever Get It.**
 - Verizon collected about \$5 billion in added fees and rate increases since 2006 and these increases are built into rates and continue today. But the majority of phone customers never got upgraded.
- 5) Verizon has been Dumping Expenses to Make Local Service and the Wires Look "Unprofitable".** VNY claims the phone networks are ‘uneconomical’ to upgrade.
 - Verizon has been dumping corporate media relations and lawyer expenses, or possibly executive pay, into local service costs.
 - Verizon Wireless has diverted VNY’s utility maintenance construction budgets to pay for the fiber optic wires to the cell towers.
- 6) Local Service Is Profitable, Regardless of What You Heard.**
 - The wired phone networks, including Local Service, are profitable when the flows of money are recalculated to remove the expense dumping and other financial games. In fact, Local Service over-paid about \$1.7 billion in just one year, 2014.
- 7) Verizon’s Plans to Shut Off the Networks that Aren’t Upgraded and are Copper and Force Customers onto More Expensive Wireless.**
 - While Verizon claims it has no plans to shut off the copper, there are plenty of Verizon’s own statements that describe their ‘cut the copper’ plans.
- 8) Get Everyone Upgraded — NNI is looking for partners to fix what’s broken & get everyone in NY State upgraded.** bruce@newnetworks.com