



**REPORT: A SUBSTANTIAL NUMBER OF VERIZON FIOS WIRING INSTALLATIONS NOT NATIONAL ELECTRICAL CODE-COMPLIANT; STATE PROBE IDENTIFIES SAFETY CONCERNS**

• "For two years, Verizon has been aware that **a substantial number of its FIOS installations . . . fail to satisfy NEC safety standards** relating to grounding and bonding. . . . [However,] not only did Verizon not show improvement in its performance over time, but these faulty grounding/bonding conditions and the potential safety risks posed by them were not revealed to the general public until the PSC Session on July 16, 2008. **[Indeed,] many customers are still unaware of these potential risks[.]**"

- **Comments of the Office of the Attorney General of NY, September 22, 2008**

• [In deploying FIOS,] "it is clear that Verizon's efforts to improve its FIOS installation compliance have failed," [and that] "Verizon's failure to correct its FIOS installations is cause for concern because **public safety is potentially at risk.**"

- **Comments of the Staff of the New York State Department of Public Service, September 22, 2008**

• "The consumer protections provided by the [Verizon's proposed network reviews] Plan are **drastically inadequate and must be strengthened.**"

- **Comments of Common Cause/NY, September 22, 2008**

Dear Neighbor,

New York Public Service Commission Inspectors have found that "a high proportion" — over 50% — of **Verizon's FIOS installations in customer homes had failed to adhere to some of the bonding and grounding provisions of the National Electrical Code (NEC)**; the Commission has ordered Verizon to undertake a comprehensive remedial plan. The NY State Attorney General's office — supporting the Commission's action — had also noted that **many customers were unaware of the potential risks involved in these faulty installations.**

State inspectors first found grounding problems in the spring of 2006. They discovered that some FIOS equipment — Optical Network Terminals, or ONTs — had been grounded to heating fuel-vent pipes and plastic pipe elbows, or were not grounded at all. The PSC report noted that **improperly grounded electrical equipment can cause fires or electrocution** in the event of equipment failure or lightning strikes. PSC inspectors found similar problems in a series of subsequent audits through the summer of 2008. Although Verizon has now improved its code compliance on new installations, a **significant number of faulty installations still remain** and, under Verizon's plan, might not be fixed until May 2009. Verizon customers' FIOS installations in areas that have yet to be addressed are still at risk for these bonding and grounding faults.

As an alternative, Cablevision offers our popular *Optimum*® Triple Play which includes TV, High Speed Internet and Unlimited Calling in the U.S., Puerto Rico and Canada for just \$29.95 a month each for two years with FREE professional installation. **And there are no annual contracts.**

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Thank you,

Kathy Filosa  
Vice President