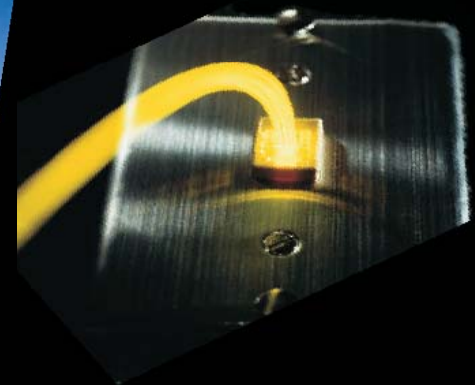


Building Maryland's broadband future...



... today!

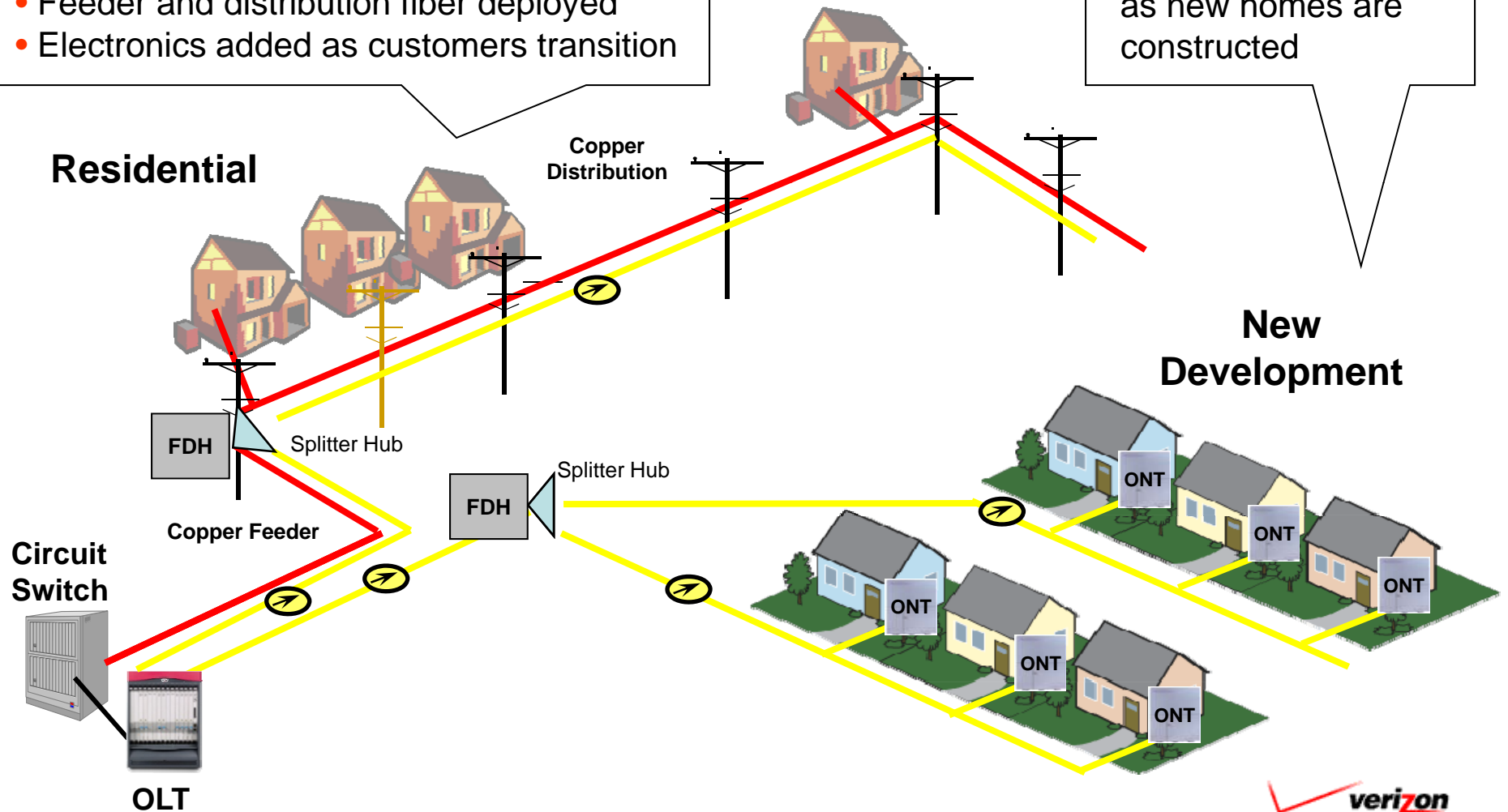
FTTP and Your Neighborhood

'Overlay' existing access network

- Customers transitioned over time
- Feeder and distribution fiber deployed
- Electronics added as customers transition

'Greenfield'

- Verizon builds network as new homes are constructed



FTTP in Your Neighborhood

- Fiber strung across existing aerial lines
- New 'inner duct' placed in existing and new buried developments
- Public utility easements and telephone franchise easements next to or on private property



Pre-Construction: What to Expect

- **Communication is critical**
 - Outreach to local Homeowner Associations
 - Letters, door hangers and yard signs
 - Construction signs in work zones
 - Painted marks on sidewalks, streets and properties to clearly identify existing utilities
- **Rigorous procedures followed before any construction begins**

Communication Examples

**COMING SOON
TO YOUR
NEIGHBORHOOD**

New technology that will revolutionize
the way you live, work, and play.



Verizon FiOS®



Dear Valued Verizon Customer:

Verizon is bringing the most advanced fiber optic network to your neighborhood. With this new network, we will offer you a new way to use the Internet, it is about to be revolutionized.

Verizon FiOS is the network of the future, delivering massive fiber-optic bandwidth straight to your door. The way you watch TV and use the Internet is about to be revolutionized.

Construction will start on this network very soon.

- In some cases, we will install fiber optic cable underground. This often will involve working in public utility easements or other areas that have been used for other utility easements or other purposes. Such easements exist to allow utility companies to install, maintain or upgrade facilities. As with any work we do, we will follow local permitting requirements.
- Before any digging or digging, our construction crews are required to follow rigorous procedures to avoid existing underground utilities.
- Before the work starts, you may receive marked markings on the ground. These tell us where the underground utilities are buried. These markings will fade in time.
- We ask you to check an alley or sidewalk area for any underground utilities such as fire hydrant lines, underground sprinkler systems, private water or sewer lines with temporary flags or signs so that Verizon contractors know the location of those utilities.
- We will continue to demand that all Verizon employees and contractors working on our behalf respect your concerns, property, and time.
- We will restore any disruptions and inconveniences to your property.

Thank you for your patience as we build our new network. The best of technology is yet to come to your community. To learn more, visit www.verizon.com/verizonfiber and look for what FiOS is all about.

If you have any questions or concerns please call 1-800-752-4850.

Sincerely,

Verizon Communications



- Typical pre-construction door hanger
 - Front and back views
- Typical post construction door hanger



During Construction: What to Expect

- Lots of activity in the streets
- Process for addressing concerns
 - Verizon Inspectors on-site
 - Contractors on-site
 - Contractor Hotline
 - <http://www.verizon.com/maryland>



FTTP Elements



- **Hub**

- Can be mounted at ground level or on a pole
- Typical sizes are:
 - ✓ Pole mount- 22"x36"x14"
 - ✓ Pad mount- 22"x44"x14"

Pad-Mounted FDH



Pole mounted Fiber Distribution Hub



Post-Construction: What to Expect

- Verizon and its contractors are focused on safety, reliability and quality every step of the way
- 100% commitment to restoring property
- Every precaution taken to avoid disruptions



Reaching Verizon: FTTP/FiOS questions

- Verizon toll-free hotline **888-550-2244**
 - Monday thru Friday 7 a.m. to 7 p.m.
 - Saturday from 7:30 a.m. to 4 p.m.

- E-mail – md-fios-dpcc@verizon.com

Return call or email within 24 to 48 hrs

Verizon works with contractor to respond to residents' questions or complaints