



**STATE OF NEW JERSEY**  
**Board of Public Utilities**  
44 South Clinton Avenue, 9<sup>th</sup> Floor  
Post Office Box 350  
Trenton, New Jersey 08625-0350  
[www.nj.gov/bpu/](http://www.nj.gov/bpu/)

CABLE TELEVISION

IN THE MATTER OF THE PETITION OF VERIZON )  
FOR PERMISSION TO RELOCATE A LOCAL )  
BUSINESS OFFICE IN DENVILLE TOWNSHIP, )  
COUNTY OF MORRIS, STATE OF NEW JERSEY, TO )  
A NEW OFFICE ALSO LOCATED IN DENVILLE )  
TOWNSHIP, IN THE SAME SHOPPING MALL, )  
PURSUANT TO N.J.A.C. 14:18-5.1(c) )

ORDER OF APPROVAL

DOCKET NO. CO13030259

**Parties of Record:**

**William D. Smith, Esq., Assistant General Counsel**, Verizon New Jersey, Inc.  
**Stefanie A. Brand, Esq., Director**, New Jersey Division of Rate Counsel

BY THE BOARD:

The matter concerns a petition by Verizon New Jersey, Inc. ("Petitioner" or "Verizon") for approval to relocate its customer service office currently located at 3130 State Route 10W, Denville, New Jersey 07834, Morris County, to a different store within the same shopping mall, at the same address.

On April 5, 2013, Verizon filed a petition, pursuant to N.J.A.C. 14:18-5.1(c), seeking Board approval to relocate a customer service office. Petitioner claims that the relocation of its Denville Township office is reasonable and will serve the public interest for several reasons including:

1. The new location will provide customers with extended hours of operation, including Sunday hours.
2. The number of available parking spaces at the new location is sufficient for the amount of customers that currently come to the office.
3. Customers will benefit by being able to care for all of their Verizon service needs – both wireline and wireless – in one location.

4. The new office is within the same shopping mall as the current location, therefore public transportation options remain the same. Therefore the move will not create any new transportation obstacles for its customers.

Petitioner indicates that no adverse impact is expected on the level of service provided to customers as a result of the change. The customer services will be provided through a Verizon Wireless Premier Agent and will allow for customers to: pick-up, drop-off or exchange set top boxes, access public information files, submit applications for new Verizon FiOS service or make changes to existing FiOS service, present service inquiries, tender complaints and bill payments and schedule installation and service calls. Additionally, customers will have the ability to order new Verizon Wireless services and service their existing Verizon Wireless accounts. The office will be open to transact business Monday through Thursday from 10:00 a.m. to 8:00 p.m., Friday and Saturday from 10:00 a.m. to 9:00 p.m. and Sunday from Noon to 7:00 p.m.

As required by N.J.A.C. 14:18-5.1(c), Petitioner posted notice of the proposed change of location on July 19, 2013, at its present office location. Notice was also published on March 25, 2013 in the Star Ledger and on March 28, 2013 in the Morristown Daily Record, newspapers of general circulation in Petitioner's service area, informing area subscribers of the proposal and their right to file written comments or objections with the Board by April 26, 2013. Also, on March 27, 2013, Petitioner sent notice of its petition to the municipal clerks of affected municipalities in its service area. This office currently serves the following 29 municipalities:

Boonton Township, Chatham Borough, Chatham Township, Chester Township, Denville Township, Dover Town, East Hanover Township, Florham Park Borough, Hanover Township, Harding Township, Jefferson Township, Long Hill Township, Madison Borough, Mendham Borough, Mendham Township, Mine Hill Township, Montville Township, Morris Plains Borough, Morris Township, Morristown Township, Mount Olive Township, Mountain Lakes Borough, Parsippany-Troy Hills Township, Randolph Township, Rockaway Borough, Rockaway Township, Roxbury Township, Victory Gardens Borough and Wharton Borough.

Each of the municipalities was sent notice of the proposed office relocation. No objections from the affected municipalities or the subscribers served by the office in question have been filed.

By letter dated June 19, 2013, the New Jersey Division of Rate Counsel filed comments with the Board stating it does not oppose Verizon's petition.

The proposed change in customer service office location conforms to all existing conditions regarding office location pursuant to the requirements of Petitioner's system-wide franchise granted by the Board in I/M/O the Application of Verizon New Jersey, Inc. for a System-wide Cable Television Franchise, Docket No. CE06110768 (December 18, 2006) for the areas served by the Petitioner.

Accordingly, and based upon the petition and supporting documentation, the Board **HEREBY FINDS** that the proposed change in office location will not adversely affect the subscribers in the system. Therefore, the Board **HEREBY ORDERS** that Petitioner's request to relocate its existing customer service office located at 3130 State Route 10W, Denville, New Jersey 07834, Morris County to a location operated by its agent, A Wireless, in a different store in the same shopping mall, be **GRANTED** subject to the following:

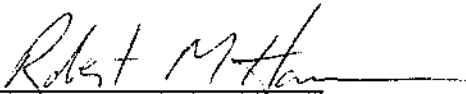
1. The personnel at the A Wireless location must be appropriately trained to perform the Verizon FIOS services described herein; and
2. Verizon must ensure that the new Verizon office has appropriate signage identifying it as a Verizon FIOS customer service office capable of providing the services described herein.

This Order shall be effective on September 28, 2013, and will be null and void if Verizon does not complete the relocation of its customer service facility and functions within 180 days from the effective date of this Order.

DATED: 9/18/13

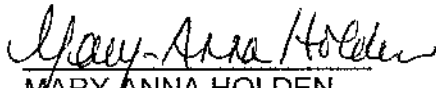
BOARD OF PUBLIC UTILITIES

BY:

  
ROBERT M. HANNA  
PRESIDENT

  
JEANNE M. FOX  
COMMISSIONER

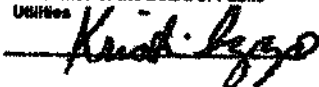
  
JOSEPH L. FIORDALISO  
COMMISSIONER

  
MARY-ANNA HOLDEN  
COMMISSIONER

  
DIANNE SOLOMON  
COMMISSIONER

ATTEST:   
KRISTI IZZO  
SECRETARY

I HEREBY CERTIFY that the within document is a true copy of the original in the files of the Board of Public Utilities



IN THE MATTER OF THE PETITION OF VERIZON FOR PERMISSION TO RELOCATE A LOCAL BUSINESS OFFICE IN DENVILLE TOWNSHIP, COUNTY OF MORRIS, STATE OF NEW JERSEY, TO A NEW OFFICE ALSO LOCATED IN DENVILLE TOWNSHIP, IN THE SAME SHOPPING MALL, PURSUANT TO N.J.A.C. 14:18-5.1(c) - BPU DOCKET CO13030259

SERVICE LIST

William D. Smith, Esq.  
Assistant General Counsel  
Verizon  
140 West Street  
27<sup>th</sup> Floor  
New York, NY 10007

Gwen Cogan Brunelli  
Verizon Regional Field Director  
Mid Atlantic Division  
One Verizon Way  
VC21 E 048  
Basking Ridge, NJ 07920

Lawanda R. Gilbert, Esq., Acting Director  
Office of Cable Television  
Board of Public Utilities  
44 South Clinton Avenue, 9<sup>th</sup> Floor  
Post Office Box 350  
Trenton, NJ 08625-0350

Carolyn McIntosh  
Deputy Attorney General  
State of New Jersey  
Division of Law  
Board of Public Utilities Section  
124 Halsey Street  
Post Office Box 45029  
Newark, NJ 07101-45029

William H. Furlong, Bureau Chief  
Steven Rastatter, TSA 1  
Karen Marlowe, AA1  
Office of Cable Television  
Board of Public Utilities  
44 South Clinton Avenue, 9<sup>th</sup> Floor  
Post Office Box 350  
Trenton, NJ 08625-0350

Eric Hartsfield, Director  
Julie Ford-Williams, Bureau Chief  
Richard J. Lambert, AA  
Division of Customer Assistance  
Board of Public Utilities  
44 South Clinton Avenue, 9<sup>th</sup> Floor  
Post Office Box 350  
Trenton, NJ 08625-0350

Carol Artale, Esq.  
Legal Specialist  
Counsel's Office  
Board of Public Utilities  
44 South Clinton Avenue, 9<sup>th</sup> Floor  
Post Office Box 350  
Trenton, NJ 08625-0350

Stefanie A. Brand, Esq., Director  
Christopher White, Esq.  
Division of Rate Counsel  
140 East Front Street, 4<sup>th</sup> Floor  
Post Office Box 003  
Trenton, NJ 08625-0003