Important Update About Your Home Phone Service

Dear [Customer Name],

This letter is informational only, and requires no customer action at this time.

We're pleased to inform you about updates to our home phone service. As part of our ongoing network improvements, we are planning to discontinue traditional copper-based home phone service for certain customers in your area. If your service will be discontinued, you will have the opportunity to switch to service delivered using fiber, cable, or modern wireless technology.

We're here to support you through this transition.

What's Changing and When

On or after **November 30, 2026**, subject to Federal Communications Commission (FCC) approval, Verizon will have authority to discontinue traditional copper-based home phone service.

What This Means for You

Rest assured, you don't need to take any action right now, and there is no change or interruption to your service at this time. We'll contact you with next steps to ensure a seamless transition. Meanwhile, if you have questions, please visit us at verizon.com/copper.

If your service will be discontinued, you will receive advance notice by letter with your specific disconnection date. Again, there is no change or interruption to your service today and you don't need to take any action at this time.

Service Affected

Traditional Home Phone Service: copper-based dial tone base home phone service, services offered as "Residence Dial Tone Service," "Basic Service Access Line," and "Individual Line".

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, many legacy alarm systems and faxes, and many medical devices
- Delivers a reliable, modern service

If your services will be discontinued, you will have at least one fiber, cable, or mobile wireless voice option available. Many customers will be able to choose modern Verizon voice service over wireless or fiber. You can see options available at your home based on official FCC data by visiting https://broadbandmap.fcc.gov/home and then typing in your home address.

Additional Information

- Verizon's Fios and wireless services, where available, are not affected and will continue without interruption.
- 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.

Thank you for being a Verizon customer. Whether you stay with us or transition to another provider, we're committed to making this transition as simple and smooth as possible.

Sincerely,

Verizon Support Team