

Dear Municipal Official:

With another winter storm upon us, I wanted to re-send the contact information I sent on January 12<sup>th</sup>.

The following helpful information and Verizon contact numbers will help residents and your municipality deal with telecommunications related issues during this winter season. Verizon's toll free number **1-800-VERIZON (1-800-837-4966)** and website [www.verizon.com/support](http://www.verizon.com/support) may be posted to your Municipal website and public access channels.

The Verizon network is a complex collection of assets, from buildings to transmission facilities to vehicles and people, and Verizon's regional control center is always preparing for adverse weather of the season.

The telecommunications network, like your home, requires power to function properly. If commercial power goes out, backup batteries and generators in Verizon's central switching offices or field facilities keep power flowing so customers' phones ring even when the lights go out.

### **To Report Service Related Issues**

Customers can contact Verizon at **1-800-VERIZON (1-800-837-4966)** or online at [www.verizon.com/support](http://www.verizon.com/support) to report any service-related issue. For any emergency needs that **you or other municipal officials** feel need immediate attention please contact me directly on my cell phone (401) 714-6626.