



CITY COUNCIL WORK SESSIONS AGENDA

**Verizon
Community Center
15 Crescent Road, Room 201
Wednesday, February 19, 2020
8:00 PM**

Work Session Packet - *Agenda*

- *Introductions*
- *Council Discussion*
- *Verizon Customer Care & Government Relations Team*
- *Copper Wire System*
- *Update on the Installation for Service at GHI*
- *HD Channels for the PEG stations*
- *Roosevelt Center Access to Fios*
- *Questions and Answers*
- *Other Items*

Verizon Work Session
[WS130925.pdf](#)

City Council Work Sessions Agenda Item Report

Meeting Date: February 19, 2020

Submitted by: Bonita Anderson

Submitting Department: Administration

Item Type: Meeting Minutes

Agenda Section:

Subject:

Verizon Work Session

Suggested Action:

Attachments:

[WS130925.pdf](#)

WORK SESSION OF THE GREENBELT CITY COUNCIL held Wednesday, September 25, 2013, to meeting with Verizon and Comcast.

Mayor Davis started the meeting at 8:00 p.m. It was held in Room 201 of the Greenbelt Community Center.

PRESENT WERE: Councilmembers Konrad E. Herling, Emmett V. Jordan, Leta M. Mach, Silke I. Pope, Edward V.J. Putens, Rodney M. Roberts and Mayor Judith F. Davis.

STAFF PRESENT WERE: Beverly Palau, Public Information and Communication Coordinator, and Cindy Murray, City Clerk.

ALSO PRESENT WERE: Lawrence Graham and Darian Gill, Verizon; and Karmen Walker Brown, Comcast.

Mayor Davis explained the purpose of stakeholder meetings and welcomed the representatives. Following introductions, the following issues were discussed.

DLS Service: Mayor Davis said she had received complaints regarding the future of DSL with the promotion for Verizon customers to switch to FIOS. Graham said DSL will continue to be available in the future. Mr. Putens and Ms. Mach mentioned service issues/line speeds problems with DSL. Mr. Graham said customers should report any problems to Verizon service. He added that the line speed levels for DSL have not changed.

Copper Wire System: Mayor Davis asked if Verizon is doing away with copper wire landlines. Mr. Graham said these landlines would continue to be available but explained that copper wire deteriorates over time and is often difficult to rapidly repair. He advised the customer service representatives do make customers aware of their option to switch to FIOS service which is delivered over a fiber optic cable and much easier to repair when necessary. In response to a question from Ms. Pope, Mr. Graham said Verizon has adequate personnel to address both copper wire and fiber optic cable problems.

Ms. Palau reported that Verizon technicians cut existing copper wire when installing new FIOS service. She asked whether the copper wire could be left in place to allow customers to return to this service in the future if they choose to do so. Mr. Gill said yes and added that Verizon will also repair cut wire if the customer submits a request. He explained that customers just can't have both copper wire and FIOS service at the same time.

Guide Listing of PEG Channels: Ms. Palau requested a guide listing be made available for the City's municipal and community programming. She advised currently the guide just says local government. Mr. Gill said the Verizon network architecture does not allow this option. Ms. Brown said she would discuss with Comcast engineers. .

Condition of Cable Pedestals and Boxes: Mayor Davis, Mr. Putens and Ms. Pope expressed concern regarding the poor and often dangerous condition of many cable pedestals and boxes. They suggested all the pedestals and boxes be inspected on a regular schedule. Ms. Brown said vandalism is the major cause of the problems. Ms. Palau suggested local homeowner associations develop a list of problems in their area and forward to Verizon and Comcast.

Customer Service Numbers: Ms. Palau requested that customer service numbers be listed on customer's bills. She also reported that the City receives a large number of calls from Spanish customers regarding their Verizon and Comcast service and suggested the customer service information on the bills be provided in both English and Spanish. Mr. Graham and Ms. Brown said they will note this request.

Service Rates: Mayor Davis asked why service rates continually increase. Mr. Graham said the basic service rates (telephone service) are regulated and can only increase when approved by the Public Service Commission. Mr. Gill and Ms. Brown said FIOS, high speed internet rates, etc. can be priced for what the market will bear. Mr. Jordan expressed concern that customers rates increase after the expiration of their initial contract. Mr. Gill explained that Verizon attempts to reach out to customers prior to the expiration of their contract to review options. However, if customers don't engage with Verizon prior to the expiration, their bills go to rack rates.

Pepco Work: Mayor Davis reported on the Pepco Reliability Project. She said Pepco had relocated their wires to the new poles but were waiting on Verizon and Comcast to relocate their wires before the old poles could be removed. Mr. Griffin and Ms. Brown explained the project involved thousands of telephone poles throughout Montgomery and Prince George's County and advised they were working to have all their lines moved as soon as possible. Mr. Griffin said if the area and pole numbers are provided, Verizon can provide an estimate on the line transfer schedule as their work schedule is updated weekly.

Other Issues: Mr. Herling mentioned continuing problems with the volume issues on both the municipal and community access channels. Ms. Brown said she will check on this problem.

Mr. Jordan asked whether customers could purchase the Verizon and Comcast converter boxes. Mr. Gill and Ms. Brown said no, noting there proprietary software was contained in the boxes.

Council thanked the representatives for attending.

The meeting ended at 10:10 p.m.

Respectfully submitted,

Cindy Murray
City Clerk