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June 10, 2015

Sara Clark, Secretary
Department of Telecommunications and Cable
Commonwealth of Massachusetts
1000 Washington Street, Suite 820
Boston, MA 02118

Re: Petition to Adjust the Enhanced 911 Surcharge, D.T.C. 15-2

Dear Secretary Clark:

I write on behalf of Verizon New England Inc., d/b/a Verizon Massachusetts (Verizon MA), in response to the Interim Order entered in the above docket on May 28, 2015, specifically, the directive that all communication service providers implement the increased monthly E911 fee of \$1.25 effective July 1, 2015.

As you may know, Verizon MA generally needs 90 days' or more advance notice to effectuate changes in its retail rates or fees. This lead time is necessary to design and implement the appropriate changes in Verizon's back office systems, which differ across our corporate entities. It also allows us to notify our customers in advance of a rate/fee increase – which we do both as a good business practice and in compliance with the Department's requirement (waived in the Interim Order).

In this instance, however, and due to the public safety purpose of the E911 fee, we have been able to rearrange pre-existing priorities to update our systems in time to implement the fee increase by July 1 as directed in the Interim Order. Although we are unable to notify our customers of the fee increase in advance, we have been able to rush through a notice for the first bills that will reflect the increase, in July.

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As always, please call me with any questions.

Very truly yours,



Alexander W. Moore

cc: Karlen Reed, Director – Consumer Division
Donna Cupelo, Region President