



## **Franchise Fees & 60% Certification**

The system-wide franchise stipulates the collection for municipalities of a 3.5% franchise fee on gross revenues paid by subscribers. This is a significant change from the 2% franchise fee on basic service revenues that has existed since 1972. Franchise fee payments are due each January 25<sup>th</sup>.

A number of municipalities have expressed interest in the certification approval process that results in the incumbent cable television provider increasing its franchise fees from current levels to the amount paid by system-wide franchisees. Verizon reviews the number of households with FiOS TV availability frequently to determine if municipalities meet or exceed the 60% threshold required by law for approval of the certification. Verizon will include a municipality in a certification petition when Verizon can demonstrate that the municipality exceeds the 60% threshold.

## **Municipal Escalated Complaint Process for FiOS TV Only:**

If any municipal official or staff person receives a service inquiry from a resident suggesting that the resident has not been able to resolve a concern regarding FiOS TV through Verizon's normal channels, please forward the inquiry to [verizon.video.inquiry.nj@verizon.com](mailto:verizon.video.inquiry.nj@verizon.com), with a copy to [deana.m.maietta@verizon.com](mailto:deana.m.maietta@verizon.com). The email will go to Verizon's Consumer Advocacy team whose sole responsibility is to address such issues.

This email addresses provided are strictly **for municipal use only**; and they should **NOT** to be distributed to residents. If the municipality receives such an inquiry, please provide the following information in the email:

1. Name of your municipality in the email subject line
2. Resident's name in the body of the email
3. Resident's complete street address in the body of the email
4. Resident's home telephone number in the body of the email
5. Resident's daytime telephone number in the body of the email
6. Brief description of the FiOS TV problem in the body of the email

Again, please use this email address strictly for FiOS TV issues, and please copy Deana Maietta on the email submission.

**Verizon Local Office Locations:**

- 1) Sprout Brook Center  
556 State Route 17, **Paramus** NJ
- 2) Denville Commons  
3130 Route 10, **Denville**, NJ
- 3) 241 North Center  
241 North Avenue W, **Westfield**, NJ
- 4) South Brunswick Square  
4095 Highway 1, **Monmouth Junction**, NJ
- 5) Poets Square  
62 Thoreau Drive, **Freehold**, NJ
- 6) Eagle Plaza Center  
700 Haddonfield-Berlin Road, **Voorhees**, NJ
- 7) Browns Mills Shopping Center  
100 Pemberton-Browns Mills Road, **Browns Mills**, NJ
- 8) Fiesta Plaza  
1808 Route 37 East #6, **Toms River**, NJ
- 9) Carl's Corner  
13 Cornwell Drive, #13, **Bridgeton**, NJ
- 10) Woodbridge Center Mall  
250 Woodbridge Center Mall Road, **Woodbridge**, NJ

**Franchise Management Team Contact Information:**

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