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Susan Gouveia

From: Lashway, Lisa
Sent: Friday, November 15, 2013 2:52 PM
To: Canning, Sean; Susan Gouveia
Subject: FW: Important Verizon Notice
Attachments: Customer Notice - December.pdf

Lisa Lashway
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From: Brunelli, Gwendolyn I (Gwen Cogan Brunelli) [mailto:gwendolyn.i.cogan@verizon.com]
Sent: Friday, November 15, 2013 2:36 PM
To: Brunelli, Gwendolyn I (Gwen Cogan Brunelli)
Subject: Important Verizon Notice

This is to notify you of upcoming FiOS TV channel position and programming changes as described below.

On or after December 2, 2013, the content provider is making the following programming changes:

- "Encore Drama," on channel 358, will become "Encore Black" featuring movies and popular TV Series for African American viewers
- "Encore Love," on channel 352, will become "Encore Classic" featuring iconic movie titles and classic TV series for the baby-boomer

On or after December 31, 2013, channel 143 will be removed from the FiOS TV Channel line-up as the content provider will discontinue "SOAPnet" programming.

The following programming change applies only to "WWE Classics" On Demand package subscribers. On or after January 31, 2014, the content provider will no longer make "WWE Classics" On Demand programming available on FiOS TV.

On or after February 3, 2014, the channel positions for "MASN2" and "CSNMA" SD and HD will be realigned. Subscribers can access the new channel positions for each "MASN2" and "CSNMA Plus" channel by checking the FiOS TV channel guide through the Set Top Box on or after February 3, 2014.

On or after February 3, 2014, the following programming changes will take place in the Washington D.C. Metropolitan viewing area:

- “FiOS 1” programming on channels 1(SD) and 501(HD) will be discontinued and those channels will be removed from the FiOS TV Channel lineup.
- Verizon will launch “MASN2” SD and HD channels. Subscribers can access the channel positions for these new “MASN2” channels by checking the FiOS TV channel guide through the Set Top Box on or after February 3, 2014.

Customers will be notified of the above changes by means of the attached bill messages that will run in the December bill cycle.

We realize that our customers have other alternatives for entertainment and our goal is to offer the best choice and value in the industry. Verizon appreciates the opportunity to conduct business in your community. Should you or your staff have any questions, please contact me.

Gwen Cogan Brunelli

Verizon

FiOS TV Franchise Acquisition & Mngmt

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FiOS® TV Channel and Programming Changes

On or after December 2, 2013, the following changes will be made to FiOS TV Programming:

- “Encore Drama,” on channels 358 and 359*, will become “Encore Black” featuring movies and popular TV Series for African American viewers
- “Encore Love,” on channels 352 and 353*, will become “Encore Classic” featuring iconic movie titles and classic TV series for the baby-boomer*programming shown at Pacific Standard Time

On or after December 31, 2013, channel 143 will be removed from the FiOS TV Channel line-up as the content provider will discontinue “SOAPnet” programming effective December 31, 2013.

The following programming change applies only to WWE Classics On Demand package subscribers. On or after January 31, 2014, the content provider will no longer make WWE Classics On Demand programming available on FiOS TV. The WWE Classics On Demand package and the associated charges will be removed from your account once this service is no longer available.

On or after February 3, 2014, the channel positions for MASN2 and CSNMA SD & HD will be realigned. Please check your channel guide through your Set Top Box on or after February 3, 2014 for the new channel positions for each MASN2 and CSNMA Plus channel.

On or after February 3, 2014, the following programming changes will take place in the Washington D.C. Metropolitan viewing area:

- FiOS 1 programming on channels 1(SD) and 501(HD) will be discontinued and those channels will be removed from the FiOS TV Channel lineup.
- Verizon will launch MASN2 SD and HD channels. Please check your channel guide through your Set Top Box on or after February 3, 2014 for the channel positions for these new MASN2 channels.