

PENNSYLVANIA PUBLIC UTILITY COMMISSION
Harrisburg, Pennsylvania 17105-3265

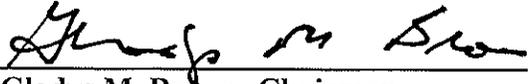
Janet Armour
v.
Verizon Pennsylvania, LLC

Public Meeting held August 20, 2015
2395643-OSA
Docket Nos. C-2013-2395643

STATEMENT OF CHAIRMAN GLADYS M. BROWN

The dispute arising in this matter is rooted in consumer concerns about Verizon's network changing from a copper network to a fiber network. The FCC just promulgated rules on how companies advise the states and consumers as they move to replace copper with fiber in the *Technology Transition* Order at Docket No. 13-5. The FCC adopted some Commission positions and set out detailed state and consumer notice requirements that should go a long way to reducing disputes like this in the future once they become effective.

August 20, 2015
Date


Gladys M. Brown, Chairman