

# United States Senate

September 14, 2017

Mr. Lowell McAdam, Chairman and CEO  
Verizon Communications  
1 Verizon Way  
Basking Ridge, NJ 07920

Dear Mr. McAdam:

I am very troubled by Verizon's recent decision to terminate contracts for customers living in rural areas of Montana. In addition, I am concerned that Verizon did not provide sufficient notice to affected customers, making it likely customers would completely lose service if Verizon follows through on its plan to discontinue contracts. Given the importance of wireless communications for maintaining public safety, running a business and staying connected during emergencies, I strongly urge Verizon to reverse its decision to involuntarily remove rural customers from its network.

Montana is currently experiencing one of its worst wildfire seasons of all time. Nearly 1.2 million acres have burned, which is an area about the size of Delaware. Mobile devices are playing a critical role in mitigating the harmful impacts of these wildfires. When a Montanan spots a fire in field, they can immediately contact neighbors and volunteer firefighters to put out the fire before it grows out of control. This is just one example of the importance of wireless communications in rural areas and the potential devastating consequences of ending these contracts.

Montanans are contacting my office to express frustration and to ask questions about what the termination letters mean for their ability to access wireless communications. While I ask that Verizon prioritize reversing the decision to remove customers, I would also appreciate an expeditious response to the following questions.

1. How many customers received termination notices in Montana and how many mobile phone lines would be terminated as a result?
2. When did the company decide to take this action?
3. Why didn't Verizon provide more notice to affected customers?
4. Would customers be able to keep their phone numbers beyond the proposed termination date, even if the customer could not secure an account with an alternative carrier?
5. What would happen to customers enrolled in Verizon's monthly payment plans to pay for mobile devices?

6. Would Verizon refund customers for recently purchased devices for use on their Verizon account?
7. Does Verizon intend to terminate service for all of its customers that are primarily using accounts in areas supported by the LTE in Rural American program, or is it only the large data users that are receiving the termination notices?
8. If it is only the large data users receiving termination notices, what is the specific data usage number Verizon used to determine which contracts to terminate?

I look forward to working with Verizon to resolve this issue and continue to serve its rural customers. Thank you for your consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jon Tester", with a long horizontal flourish extending to the right.

Jon Tester