

J. Henry Ambrose
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August 8, 2011

Sandra Mattavous-Frye, Esq.
Acting People's Counsel
Office of the People's Counsel
for the District of Columbia
1133 15th Street, NW, Suite 500
Washington, DC 2005-2710

Re: Verizon Strike

Dear Ms. Mattavous-Frye:

I am responding to your letter to Mr. Roberts dated August 5, 2011. As I'm sure you are aware by now, Verizon is experiencing a strike by its wireline union employees in the Northeast and Mid-Atlantic states. It is regrettable that the Communications Workers of America (CWA) and the International Brotherhood of Electrical Workers (IBEW) decided to leave the bargaining table and strike. Verizon management is ready and willing to engage in discussions to resolve the remaining issues.

The wireline business has continued to shrink for the last decade as a result of changes in technology so it is essential that a new contract reflect the changing circumstances in the wireline business. For example, the old work rules need to be changed. And it's no longer feasible for workers to continue to receive full health care coverage for themselves and their families without some kind of employee contribution, such as a monthly co-pay. These are difficult issues, but resolving them in a way that improves the long-run prospects for the wireline business is in everyone's interest. The contract Verizon proposes would continue to provide our organized employees with among the highest wages and benefits in the industry.

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Verizon has activated a contingency plan to ensure customers experience limited disruption in service during this time. Across the affected region, Verizon has trained tens of thousands of management employees, retirees and others to fill the roles and responsibilities of its union-represented wireline workers. These individuals have reported to their emergency work assignments and will continue to provide customers with support and assistance throughout the duration of the union strike. Service levels are good and contingency plans are moving forward smoothly. Moreover, Verizon Wireless customers and services, as well as the customers and services of other wireless providers and competitors, remain unaffected by this job action.

Respectfully,

A handwritten signature in black ink, appearing to read "J. Henry Ambrose". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

J. Henry Ambrose
Verizon Maryland and Washington, DC

cc: Yvette M. Alexander, Chairperson, Committee on Public Safety and Consumer Affairs
Betty Anne Kane, Chairperson, Public Service Commission of the District of Columbia
Allen Lew, District of Columbia City Administrator