



## Office of the People's Counsel District of Columbia

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**Sandra Mattavous-Frye, Esq.**  
People's Counsel

August 5, 2011

Mr. William Roberts  
President, Verizon-DC  
1300 I Street, NW, Suite 400 West  
Washington, D.C. 20005

### **Re: Pending Verizon Strike**

Dear Mr. Roberts:

It has come to my attention that Verizon is facing the possibility of a strike by thousands of repairmen, service workers and phone operators this month. As the District utility consumers' advocate, I am very concerned about the effects of a work stoppage on the quality of telephone services for D.C. consumers. Verizon's staff is essential to ensure the company's maximum performance for its customers through provision of safe, reliable quality services.

OPC is quite concerned about Verizon's contingency plans in the event of a strike. Over the past year, OPC has received complaints about poor service reliability from several neighborhoods, including Edgewood, Crestwood and Barnaby Woods. A work stoppage without an adequate service maintenance plan would only exacerbate chronic reliability problems. Also, as you are aware, seniors and the disabled depend on their phones to stay in communication with family and medical personnel. It is imperative that Verizon is prepared to implement its plan of action to ensure continuity of service throughout the District.

Please advise me how Verizon will maintain service during the strike. OPC will then be able to work with the company to inform consumers what to expect in regard to service. I look forward to working with you to ensure Verizon's customers remain connected during a work stoppage. If you have questions or comments, please contact me at (202) 261-1401.

Sincerely,

  
Sandra Mattavous-Frye  
Peoples' Counsel

cc: Yvette M. Alexander, Chairperson, Committee on Public Services and Consumer Affairs  
J. Henry Ambrose, Vice President, State Public Policy  
Betty Ann Kane, Chairperson, DC Public Service Commission  
Allen Lew, City Administrator