



Verizon NEVO Program

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What is Verizon's Network Evolution program?

Verizon NEVO Is

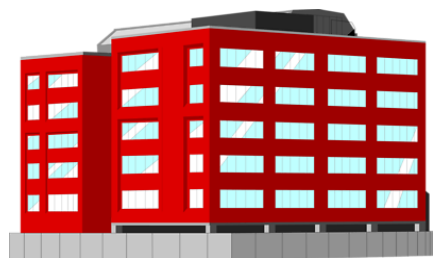
- A way to leverage the latest Verizon technology to serve our existing and future customers
 - Deliver current services with better reliability
 - Maintain or reduce the cost to the customer
 - Position the network for future demands

Verizon NEVO Is Not

- IP transition
 - VoIP, and POTS, can travel over many technologies
- A way to charge customers more money
- Anti-competitive
- The end of copper



Typical Verizon Neighborhood



Central Office





Typical Verizon Neighborhood

- >30% already cut the cord

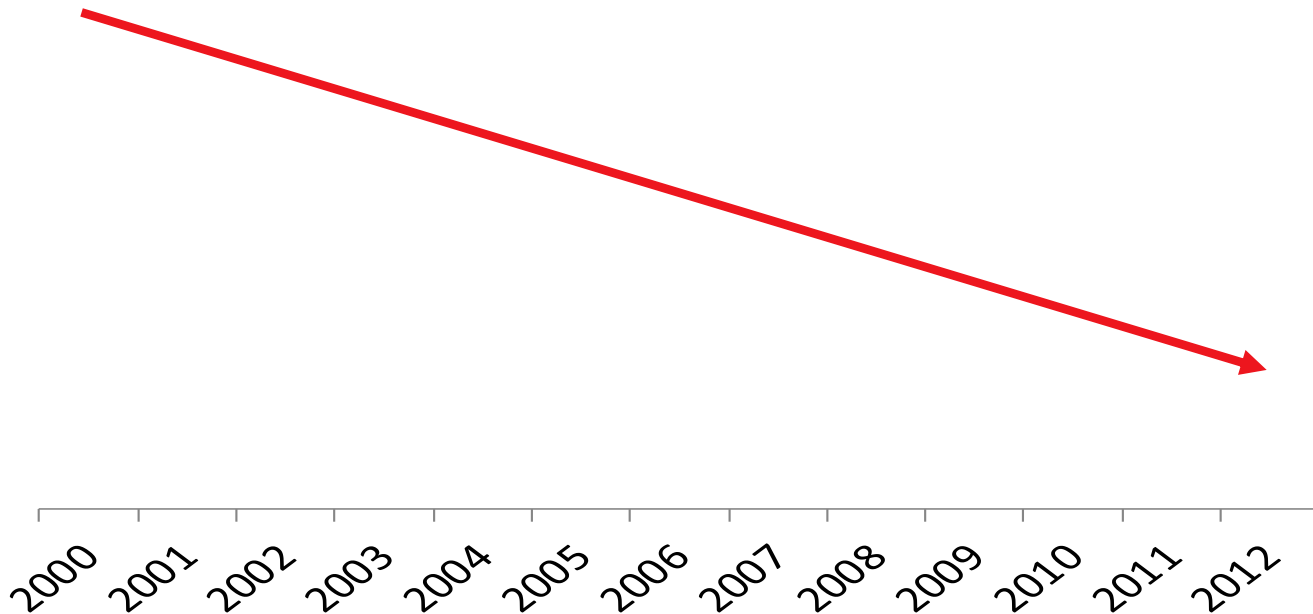


- 60% bundle





Customers Are Fleeing Copper



35.6M copper lines lost in 12 years



Customers Alternatives Growing



Straight Talk CUT YOUR CELL PHONE BILL IN HALF*
 SEARCH GO Only at Walmart
 SHOP ACTIVATE/REACTIVATE REFILL HOW IT WORKS SUPPORT [LOG IN / MY ACCOUNT](#) [SEE BALANCE / SERVICE DATE](#) [TRACK YOUR ORDER](#) [SHARE](#)

Please enter the ZIP code of the area where you will be using your Straight Talk phone the most.

*Zip Code: [CONTINUE](#)

NOTE: If you are purchasing a Straight Talk phone as a gift, please enter the ZIP code where the Straight Talk phone will be used.

NO-CONTRACT UNLIMITED CALLING FROM YOUR HOME PHONE

\$15 UNLIMITED NATIONWIDE CALLING
 Local & long distance calling on America's largest most reliable network.

OR

\$30 UNLIMITED INTERNATIONAL CALLING
 Nationwide local & long distance calling + International calling to 1000+ destinations

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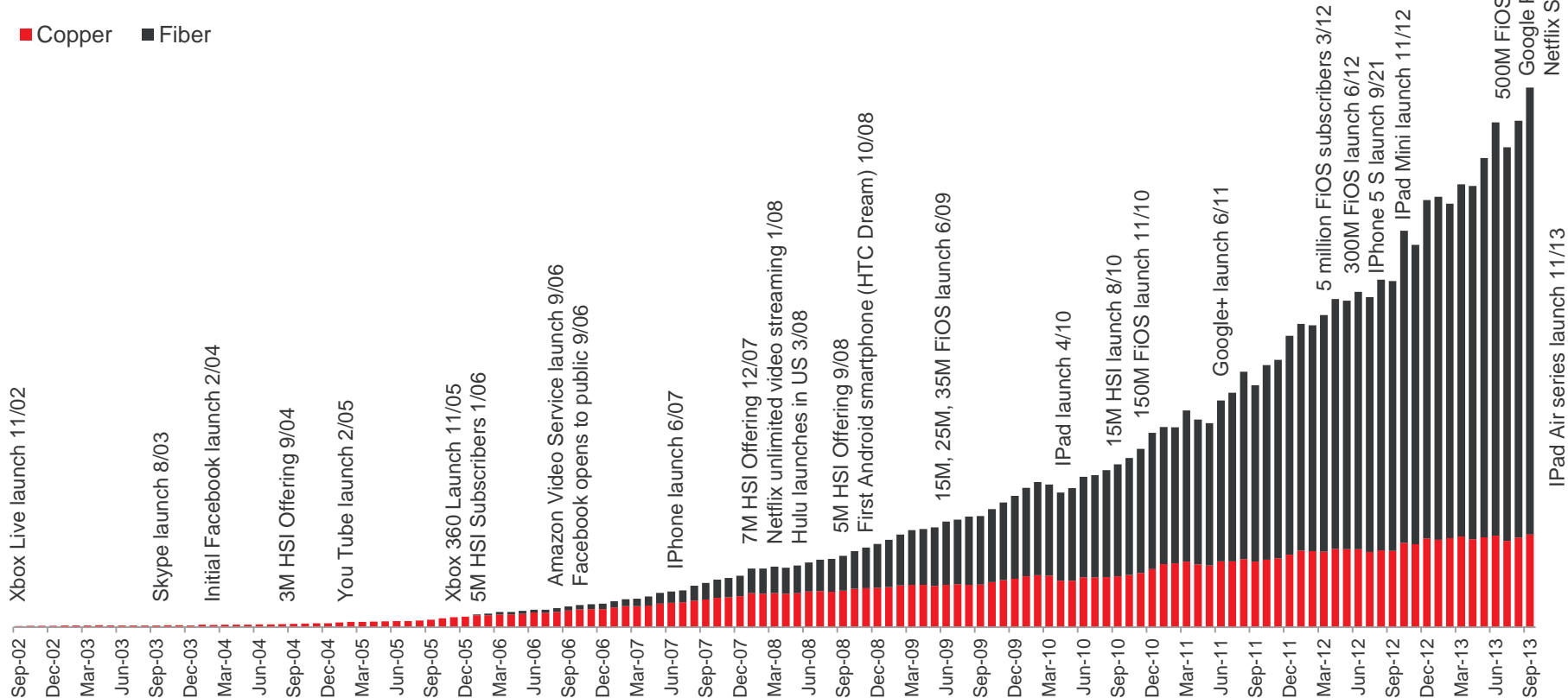
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Customers have more options than ever



Bandwidth Utilization Continues to Grow





Fiber Migration Process

Copper-Fed Home Configuration

The copper network currently runs from the CO to the customer location carrying traditional telephone signals.



Fiber-Fed Home Configuration

1. Signals are converted to light in the CO. The light is delivered over the fiber optic cable.

2. The light is converted back to a traditional signal at the customer's location by an ONT.



3. The ONT is inside or outside the home and plugs into an electrical outlet. A back-up battery is provided in the event of a power outage.
4. The customer's IW is connected to the ONT.

500K customers now better served



What Happens in Copper-Only Areas?

- If copper is working well, nothing changes
- If copper is not working well, utilize a new wireless device to serve voice-only customers
 - Match existing critical features, including E911
 - Monthly rate must be equal to or less than existing
 - Company owned and serviced device
 - Ability to backlight the existing in-home network
 - Extended battery back-up capabilities



What is Verizon Voice Link?

VVL Is

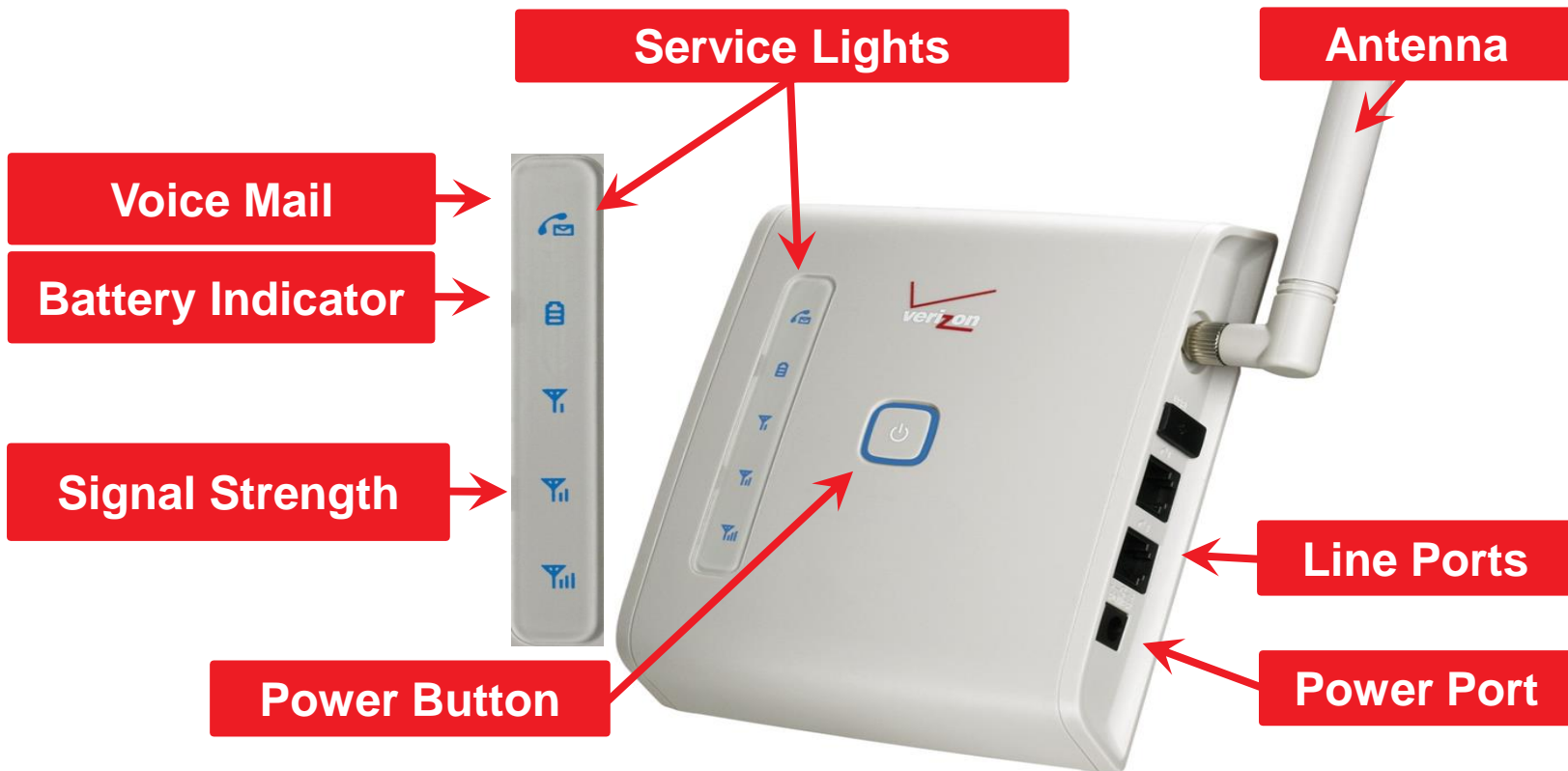
- Currently designed for a specific, voice-only customer base
 - Chronic customers only
 - Data customers or customers with monitoring devices are out of scope
 - Customers with immediate needs
- A proven, reliable technology
 - Uses VzW network
 - No wires to break
 - Customer-managed battery back-up

VVL Is Not

- Designed to replace all copper
- More expensive
- Something developed in a vacuum - there was extensive stakeholdering
 - Customers
 - Employees
 - Advocacy groups
 - Regulators, including NARUC, MACRUC, UNM, FCC IP Transition Panel
 - Media



What is Verizon Voice Link?





Verizon Voice Link Migration Process

Copper-Fed Home Configuration

The copper network currently runs from the CO to the customer location carrying traditional telephone signals.



Wireless-Fed Home Configuration

1. The new device is installed in the customer's home in a spot with the best wireless signal.

2. The inside wire is isolated from the OSP at the NID



3. The device is plugged into a jack connected to the rest of the in-home network, thus "backlighting" the entire house.
4. The customer's number is ported to the new device.

Nearly 4K customers moved to date