

Franklin Township understands how frustrating it is for residents to not be able to get Verizon FIOS TV. We would like to provide you with the correct information and a Verizon contact person.

First, the Township is not holding up a Franchise Agreement for Verizon. The Board of Supervisors would sign one tomorrow **IF** Verizon offered one. Franchise agreements generate income for the Township which helps to supplement our tax revenue. By law, we are allowed to collect up to 5% of TV services sold by companies such as Comcast and Verizon who deliver their service through wires. We currently collect the 5% from Comcast.

In February of 2013, Verizon representatives came to the Township wanting to provide FIOS service to our residents. Verizon said they already had 94% of the Township wired. The Board said "Great, where do we sign?" Verizon said they would send the contract to us. To shorten this story, after many phone calls and multiple emails, The Township was finally told that Franklin was not getting a contract; we were not getting FIOS TV services because they were putting their resources in denser areas. This information came to us in December of 2013. Over the years we would ask our various Verizon representatives if they changed their mind. You know the answer.

Since that time, our municipal representative changed. The person whose name and number we published on our website would not even respond to our phone calls. We reached out to their supervisor. That person would not return our phone calls. We finally reached Ms. Janet Miller. Ms. Miller is Manager for Franchise Video Services for the entire State of Pennsylvania. She confirmed for us that Franklin will **NOT** be getting FIOS TV. She did not say "never" but it appears that it may truly be never. Should you like to contact her yourself, Ms. Miller can be reached by email at janet.miller@verizon.com or by phone at 717-562-5052.

We hope this provides Residents with a clear picture of the Verizon FIOS situation. If there is ever anything we can do for you; any information we can provide or fact we can confirm, please do not hesitate to call Manager McVaugh.