

# Bona Fide Retail Request (BFRR) Form

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If you are within the service area of Verizon and high-speed Internet service (such as DSL) is not currently available to you, you may submit this form asking that it be made available to your Carrier Serving Area. If the threshold of 50 customers or 25% of the retail access lines, whichever is less, in your Carrier Serving Area request high-speed Internet service, then Verizon must provide this service within one year. By submitting this form, you agree to purchase high-speed Internet service for one year, once it becomes available, subject to your agreement with the price and terms for the service. You may subscribe to high-speed Internet service from any Internet Service Provider (ISP) serving your area.

To help bring high-speed Internet service to your area, you must complete, sign and date this form and return it to Verizon. Verizon will provide written confirmation within 30 days of receiving your BFRR form. Within 30 days of meeting the threshold in your service area, Verizon will provide notification of the expected date of high-speed Internet service availability. See the "Frequently Asked Questions" on our website for more information.

Yes, I would like to participate in the BFRR program.

## Service Address

I am a:  Residence  Business

Customer/ Business Name: \_\_\_\_\_

Contact person: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Service Telephone Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ \*Account Number: \_\_\_\_\_

\*Your account number can be located on the first page of your bill. It is a thirteen digit number consisting of your billing telephone number plus a three digit code.

Street Address Line 1 : (No PO Boxes) \_\_\_\_\_

Street Address Line 2 : (No PO Boxes) \_\_\_\_\_

Unit: \_\_\_\_\_

City: \_\_\_\_\_ State: PA Zip Code: \_\_\_\_\_

Email Address (if available, include for prompt response): \_\_\_\_\_

## Mailing Address:

Same as Service Address

Street Address Line 1: \_\_\_\_\_

Street Address Line 2: \_\_\_\_\_

Unit: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

## Commitment to Purchase

If Verizon makes high-speed Internet service available in my community as a result of the BFRR program, I agree to purchase it from an ISP in my area for one year. My commitment is based on an understanding that where high-speed Internet service is currently available, ISPs offer packages with varying speeds and prices. Currently, prices for high-speed Internet service start at under \$20 per month.

I understand that I will not begin to be billed unless and until the service is actually provided to me.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Contact Number: \_\_\_\_\_

I am interested in being an aggregator and would like to receive information on how I can sign-up others in my Carrier Serving Area for this program.

Aggregator ID# (if available): \_\_\_\_\_

Please return this form to:  
IMAGING CENTER – BFRR  
P.O. Box 9000 4<sup>th</sup> FLOOR  
ANNAPOLIS, MD 21401-9000

If you have questions about this program, please go to <https://www22.verizon.com/ForYourHome/BFRR> or call the Toll free contact number shown on your telephone bill.

## **BFRR Frequently Asked Questions & How to Submit Your Request**

### **Q: What is the Bona Fide Retail Request Program?**

**A:** The Pennsylvania legislature recently enacted a new law instructing Verizon and other telephone companies to give their Pennsylvania customers an opportunity to complete a Bona Fide Retail Request (BFRR) for high-speed Internet service. This program may speed high-speed Internet service deployment to your immediate area, but it also requires that you commit to purchase high-speed Internet service for a year. Under this program, if 50 customers or 25% of the retail access lines in your Carrier Serving Area, whichever is less, commit to purchase high-speed Internet service for a minimum of one year, Verizon will provide high-speed Internet service in that area within 12 months. Through the BFRR program, Verizon will make high-speed Internet service available in up to 40 Carrier Serving Areas each year.

### **Q: What is my "Carrier Serving Area" as referred to on the BFRR form?**

**A:** Verizon service areas are divided into specific geographic areas by Verizon engineers. These areas are where a remote terminal (called remote because it is located some distance from the central switching office) would be placed to serve high-speed Internet service to all lines in that specific area. Typically, a Carrier Serving Area will be all the homes and businesses within approximately 2 miles of one of these terminals.

### **Q: What is sufficient demand for high-speed Internet service?**

**A:** Sufficient demand is achieved when at least 50 customers (business and residence) in a Carrier Serving Area, or 25% of the retail access lines there, whichever is less, make a commitment to purchase high-speed Internet service for at least one year.

### **Q: What if there isn't sufficient demand for high-speed Internet service?**

**A:** Verizon may still provide high-speed Internet service to your Carrier Serving Area according to its normal plan to provide this service. The BFRR program allows customers in a Carrier Serving Area with sufficient demand for high-speed Internet service to accelerate Verizon's plans so that high-speed Internet service is made available to that Carrier Serving Area sooner than Verizon may have planned.

### **Q: When will I get high-speed Internet service after submitting a BFRR form?**

**A:** Once 50 customers or 25% of the retail access lines in your Carrier Serving Area submit BFRR forms, Verizon will begin plans to provide high-speed Internet service to your area so that it is available within one year. The only exception would be where the total number of BFRR deployments exceeds 40 over a 12 month period (or 20 deployments requiring significant construction work or property acquisition).

### **Q: How long will Verizon keep my BFRR form on file?**

**A:** Verizon will keep your BFRR form on file until Verizon makes high-speed Internet service available in your Carrier Serving Area.

**Q: What happens if I move or change my mind after I have submitted a BFRR form?**

**A:** If you change your mind after you submit a BFRR form, contact Verizon and the company will remove your request from file. You will be under no further obligation to purchase high-speed Internet service.

**Q: Is there a number I can call to check on the progress in my area?**

**A:** Verizon will provide written acknowledgement that it has received your request. Once sufficient demand is achieved in your Carrier Serving Area, Verizon will notify you and provide information on what the next steps are. You may call the toll-free contact number shown on your telephone bill for more information.

**Q: What if I want to solicit other customers in my Carrier Serving Area to create sufficient demand?**

**A:** In most cases, the best way to do this is to encourage your neighbors to visit Verizon's BFRR website, <https://www22.verizon.com/ForYourHome/BFRR>, and complete a BFRR form. If you would like to officially promote the BFRR program, check the appropriate box on the BFRR form indicating your interest in serving as an aggregator in your Carrier Serving Area.

**Q: What are the next steps to become a BFRR aggregator?**

**A:** After Verizon receives your completed BFRR form, it will send you detailed instructions on the process to follow in soliciting others in your Carrier Serving Area as an aggregator. Potential aggregators must also execute a written agreement releasing Verizon from liability as they perform aggregator activities. Once the potential aggregator completes and returns this document, Verizon will provide him or her with the relevant Carrier Serving Area boundaries and a BFRR Official Aggregator ID#.

**Q: Can I submit a BFRR form to get Verizon Fios Internet Service?**

**A:** No, services utilizing fiber optics are specifically exempt from the BFRR program.

**Q: Can I submit more than one BFRR form under the same telephone number?**

**A:** No, duplicate forms will be discarded. However, you can place a separate request for more than one high-speed Internet service in the same business or residence.

**Q: Can I submit a BFRR request to get high-speed Internet at my out-of-state property?**

**A:** The BFRR program is only available to current Verizon customers at locations within the state of Pennsylvania.

**Q: How do I submit a BFRR form?**

**A:** Complete the preceding form and mail it to Verizon at Verizon Imaging Center – BFRR, P.O. Box 9000, 4<sup>th</sup> Floor, Annapolis, MD 21401-9000.