

# Press Release

## HARFORD COUNTY GOVERNMENT

### Department of Public Works



#### PUBLIC SAFETY

"Ensuring a Safe Harford"

#### EDUCATION

"Preparing Now, Building for the Future"

#### EFFICIENCY IN GOVERNMENT

"Governing Smarter"

#### ECONOMIC OPPORTUNITY

"Growing and Sustaining Harford's Prosperity"

#### ENVIRONMENTAL STEWARDSHIP

"Protecting Our Environment"

#### QUALITY LIVING

"Safeguarding What is Important to Harford County Citizens"

FOR IMMEDIATE RELEASE: March 24, 2009

Media Contact: Gerald Eller, Chief of Utilities and Access Permitting and Inspections  
Department of Public Works at 410-612-1704

### Verizon FTTP / FIOS Project Information

(Bel Air, MD – March 24, 2009) - - Verizon will begin installation of their FTTP (Fiber To The Property) Project in the Harford County Road Right-of-Ways this week. The project will begin slowly in the Bel Air communities and expand to the Aberdeen communities in the next few months. Eventually it will extend into the Abingdon, Edgewood and Joppa communities in the next few years.

As each area of construction is completed, Verizon will begin installing their FIOS (Residential Connections) in areas which are available for service, at their schedule.

In an effort to organize this construction effort and deal with the many possible calls which will be received by various County Departments and Agencies, the Department of Public Works, in conjunction with Verizon, is requesting that all complaints regarding this construction activity be directed to the following numbers:

If the caller is **aware** of the contractor's name, please direct the calls to:

CableCom	1-800-322-6852
S&N Communications	1-800-757-6842
NTI	1-866-796-7770

If the caller is **not aware** of the contractor's name, please direct the calls to:

Verizon Customer Service Center 1-888-550-2244

These numbers are manned 24/7, and the caller can also leave a message.

These numbers have been provided to each residence and business by a door hanger 72 hours in advance of this construction. Additionally, each development area under construction will have informational signs placed each day.

( more )

**Verizon FTTP/FIOS Project Information**  
**March 24, 2009**  
**Page Two**

Should a caller not be satisfied by Verizon's response, and needs to speak to a Verizon Project – Harford County Compliance Inspector, a message can be left at the Utilities & Access Office at 410-612-1704.

The Department of Public Works will make every effort to resolve any issues.

Updates on this information will be provided as changes occur. For further information contact the Harford County Department of Public Works at 410-612-1704.

- 30 -

“Preserving Harford’s past; promoting Harford’s future”