
Important Information regarding the Expiration of the Bona Fide Retail Request (BFRR) Program

The Bona Fide Retail Request (BFRR) Program enables qualified residential and single line business customers in Verizon New Jersey's service territory with no available broadband service from a cable, wireless or landline telephone provider to request broadband service from Verizon.

The BFRR program will expire on June 30, 2019. Any area which has not met the BFRR program's qualification requirements by June 30, 2019 will not be eligible to participate after that date. Details regarding the program and how to qualify can be found in the attached FAQ document.

Important Information about the Bona Fide Retail Request (BFRR) Program

When will that broadband service become available?

Generally, within 9 months after our receipt of the 35 qualifying BFRR applications, together with the signed service contracts and deposits - although that time may be extended in certain situations.

If I submit a BFRR application, am I guaranteed to receive broadband service?

No. If you submit a qualifying BFRR application, it will be counted toward the minimum number of 35 qualifying BFRR applications in your census tract. If we do not receive 35 qualifying BFRR applications we may not provide broadband service in your area.

Is the BFRR program a permanent program?

No. The BFRR program ends on June 30, 2019.

Does the BFRR Program cover broadband service requests by public entities?

No. The BFRR Program is limited to single line residential and business consumers. However, public schools, municipal police and fire stations, emergency services, rescue squads and/or paramedics that do not have access to broadband service from a cable service provider or access to 4G-based wireless service may contact Verizon to negotiate the provision of broadband service on terms, conditions and rates mutually agreeable to the parties. Verizon's single point of contact for this purpose is Sylvia Del Vecchio, who can be reached toll free at 1-844-807-3827.