

Bona Fide Retail Request (BFRR) Program FAQs

Qualifying small business and residential customers in Verizon New Jersey's service territory who do not already have broadband service available to them may now request broadband service through a Bona Fide Retail Request (BFRR).

How do I qualify for the BFRR Program?

In order to qualify, you must request broadband service for a single line business or residence - located in Verizon New Jersey's service territory - and satisfy the following criteria:

- Have no access to broadband service from a cable provider or Verizon;
- Have no access to 4G-based wireless service; and
- Sign a contract for at least one (1) year of broadband service and pay a \$100 deposit.

How do I know if I meet the BFRR eligibility criteria?

Call or visit the website of the cable and wireless companies in your area to determine if broadband service is available from them. You can also enter your address in the National Broadband Map (<http://broadbandmap.gov/>) to see what broadband options may be available. If broadband is available (including 4-G based wireless), you will not be eligible for the BFRR Program.

I have checked and I do not have cable or 4-G based wireless broadband service available to me. How do I submit a BFRR application form?

You can download and print a BFRR application form by clicking [HERE](#). Once you have completed the application, simply mail it to the address indicated at the bottom of the form. We will send you a confirmation when we receive your application. Please be sure to fill out all of the application. If your application is incomplete, we will let you know and you may resubmit it.

What happens after I submit my BFRR application?

We will review your application to confirm that it meets the eligibility criteria described above. We will notify you regarding your eligibility. If you are not eligible, we will give you the reason why. If you feel you were denied access to broadband services improperly, you may contact the New Jersey Board of Public Utilities at 44 South Clinton Ave, Trenton, NJ 08625.



When will I have to sign the one (1) year contract and pay the \$100 deposit?

Once we receive at least 35 qualifying BFRR applications within the census tract in which you live, we will ask you to sign and return a broadband service contract committing you to at least one year of service, and to pay a \$100 deposit.

What kind of broadband service will be provided after Verizon receives at least 35 qualifying BFRR applications?

We will decide whether to provide broadband service over our own facilities, either DSL or fiber, or whether we will contract with a wireless, cable, or satellite provider to provide the service. The broadband service will have speeds at least as fast as our advertised entry level DSL offerings.

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.