

United States Senate

WASHINGTON, DC 20510-3203

October 13, 2026

Daniel H Schulman
Chief Executive Officer
Verizon Communications Inc.
1095 Avenue of the Americas
New York, NY 10036

Dear Mr. Schulman:

I write today amid reports that Verizon is seeking approval from the Federal Communications Commission to phase out traditional copper-based landline service. Many residents across New York have already begun receiving notices about the transition from copper to other alternatives and are concerned about what these changes will mean for them.

Across Upstate New York, many areas and rural communities have weak or nonexistent cellular coverage or access to broadband. Copper landlines have been essential for rural and senior citizens to stay connected and access help, keep small businesses up and running, and help New Yorkers stay connected in cellular dead zones as well as during power outages.

As Verizon begins to transition away from copper landlines for modern alternatives like fiber or wireless, I implore you to ensure no household sees their service interrupted or costs increased. Furthermore, I request a written response to the following questions that have been raised by constituents and community leaders:

1. Will Verizon physically test service at the customer's premises—or is it relying solely on FCC coverage maps, carrier coverage maps, or database information?
2. What does Verizon consider to be an “equivalent replacement” for a plain old telephone service copper landline?
3. How will the viability of technologies—such as fiber, wireless, and satellite—be assessed for each address in New York?
4. What is the specific process that Verizon follows when determining if an equivalent replacement is an adequate alternative?
5. Will the replacement remain available during severe weather, extended power outages, cellular network congestion, many calling 911 simultaneously?
6. Will Verizon certify that each proposed replacement technology is compatible with fire alarm communicators, medical alert systems, elevator emergency phones, security systems, fax machines, and other equipment currently connected to copper POTS?
7. How and when will customers be informed of Verizon’s determination regarding whether their residence is equipped to receive an equivalent replacement service?
8. How can customers challenge Verizon’s determination that an equivalent replacement is an adequate alternative?

9. Will Verizon commit to not disconnecting copper connections while a customer is actively disputing the adequacy of the replacement?
10. If replacement equipment fails, and telephone service becomes unable, what is Verizon's restoration time?
11. How long will Verizon's replacement service—including battery backup—remain operational during a power outage?
12. What will the total cost to the customer be when the copper landline service is replaced—including all charges, equipment, taxes, installation, activation, battery back-ups, wiring, early termination, bundled-service requirements, and fees?
13. Will Verizon guarantee that customers will not pay more for the replacement service than they currently pay for their plain old telephone landline?
14. Will the price be guaranteed for a specific period of time, or can Verizon increase the rate after the customer is forced to transition?
15. Will customers have an opportunity to demonstrate that the replacement is inadequate based on actual service conditions at their address?
16. Will Verizon commit to conducting additional outreach to rural communities, seniors, customers with disabilities, and small businesses that may have greater difficulty transitioning from copper-based service?

While I am encouraged to see Verizon promise continued service to those without FCC-approved alternative equipment, I urge you to transparently engage with customers and work diligently to ensure that customers have all the information they need regarding this proposal. I appreciate your attention to this matter and look forward to your response.

Sincerely,



Charles E. Schumer
United States Senator