

# Cohen Law Group

June 5, 2014

William B. Carnahan  
Vice President - External Affairs  
Verizon  
15 Montgomery Place  
Pittsburgh, PA 15212

***RE: Cease and Desist***

Dear Bill:

As we discussed by phone specific to Oakmont Borough - and as we previously have discussed with various Verizon representatives on behalf of other municipalities - please yet again advise all appropriate Verizon personnel that municipalities do not take kindly to having to defend themselves unjustly against recurring mis-information being conveyed by Verizon customer service representatives.

In particular, in literally every instance in which this concern has been brought to our firm's attention, the municipality in question has eagerly anticipated and welcomed the arrival of Verizon's FiOS video service while at the same time having to refute allegations from their residents that the elected officials and/or administration of these municipalities are the sole reason why residents can't receive FiOS video service.

For obvious reasons, the Borough of Oakmont doesn't care to continually be placed in the untenable position of being on the defensive for something over which they've had literally no involvement - let alone responsibility.

In closing, we recognize the challenges with direct mail and various advertising mediums though we cannot and will not accept continued insensitivity for the backlash caused by Verizon customer service representatives conveying information that they know or reasonably should know simply isn't true - or at best creates an inference that isn't true.

Sincerely yours,



Phillip M. Fraga

cc: Lisa Cooper Jensen