

United States Senate

WASHINGTON, DC 20510

COMMITTEES:
APPROPRIATIONS
COMMERCE
HEALTH, EDUCATION,
LABOR, AND PENSIONS

October 9, 2026

Dan Schulman
Chief Executive Officer
Verizon Communications
1095 Avenue of the Americas
New York, NY 10036

Dear Mr. Schulman,

I am reaching out regarding Verizon's planned discontinuance of legacy telecommunications services, including Time-Division Multiplexing (TDM) and Plain Old Telephone Service (POTS), and the related retirement of copper facilities across Wisconsin. As part of Verizon and Frontier Communications' Section 214 discontinuance application (WC Docket No. 26-170), Verizon may begin discontinuing covered TDM/POTS voice services on or after November 16, 2026. Separately, Verizon has announced plans to retire remaining copper facilities at 136 wire centers across Wisconsin. While I recognize the need to modernize aging telecommunications infrastructure, I am concerned that some affected Wisconsinites, particularly those in rural areas, may not have access to an immediate, adequate and reliable replacement service. These concerns are especially important where customers rely on landline service for emergency communications.

To better understand how Verizon intends to protect affected customers during this transition, I request that you provide answers to the following questions:

1. How many Wisconsin customers currently receive voice service over copper facilities Verizon intends to retire? Please provide the number of residential and business customers, broken down by county and wire center.
2. What replacement voice services has Verizon identified for affected Wisconsin customers, including fiber, fixed wireless, mobile wireless, cable/VoIP, or service provided by another carrier? How many customers are expected to rely on each type of replacement?
3. How many affected Wisconsin customers, if any, do not currently have a verified replacement voice service available?
4. How will Verizon verify that replacement service is available at a customer's location? Does verification that mean map coverage, an address-level serviceability check, confirmation that service can actually be ordered and installed, on-site testing, or some other standard?
5. What process is available when a customer disputes Verizon's determination that an adequate replacement exists? Will Verizon maintain existing copper service while such a dispute is resolved?

6. What protections will replacement services provide for reliable 911 access during power outages and other emergencies? What battery-backup capabilities will Verizon provide, and for how long are those systems expected to operate during an outage?
7. How will the cost of replacement services, including installation, equipment, and recurring charges, compare with the cost of customers' existing copper-based voice service?
8. Are any affected customers located in areas where Verizon or Frontier plans to deploy fiber or other upgraded infrastructure? If so, will Verizon maintain existing copper voice service until that planned network is operational and available to the customer?

I request that Verizon commit to ensuring that no Wisconsin customer loses copper-based voice service until an adequate replacement has been successfully installed and activated.

Thank you for your attention to this important matter, and I look forward to your response.

Sincerely,

A handwritten signature in blue ink that reads "Tammy Baldwin". The signature is fluid and cursive, with the first name "Tammy" and last name "Baldwin" clearly distinguishable.

Tammy Baldwin
United States Senator