

THE SENATE  
STATE OF NEW YORK



SENATOR  
**PAMELA A. HELMING**  
54TH DISTRICT

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LEGISLATIVE WOMEN'S CAUCUS  
LEGISLATIVE COMMISSION ON RURAL  
RESOURCES

October 7, 2026

Frontier/Verizon

ATTN: Michele Cinquegrano, Senior Director, State Government Affairs

P.O. Box 15124

Albany, NY 12212

Sent via email

Dear Mr. Cinquegrano,

As the New York State Senator representing the 54th Senate District, I represent many rural communities where access to reliable telephone service is essential, particularly during emergencies. I am writing to express concerns raised by constituents regarding Verizon and Frontier's transition away from traditional landline telephone service and the potential loss of service in areas where fiber-optic infrastructure is not yet available.

My office has received numerous inquiries from constituents who have been notified that their existing telephone or internet service may be discontinued. Some have been told that fiber-optic service is not currently available at their homes, leaving them concerned about how they will maintain reliable communications.

This is especially troubling in rural areas where cellular reception is weak, unreliable, or nonexistent. Many residents depend on their home telephones to contact 911, healthcare providers, and family members. For seniors, individuals with medical needs, and those living in more remote areas, losing that connection could have serious consequences, particularly during severe weather or power outages.

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I recognize the importance of modernizing our telecommunications infrastructure. However, these improvements should not come at the expense of public safety or leave residents without dependable service. Verizon and Frontier have a responsibility to ensure that existing customers are not left without reliable telephone service during this transition, particularly when their home telephone may be their only dependable means of contacting 911.

I understand that Verizon has sought authorization from the Federal Communications Commission to discontinue certain traditional copper-based telephone services and has publicly stated that existing copper voice service will not be discontinued where an FCC-approved replacement is unavailable.

Given these commitments, I am requesting clarification on what specific steps Verizon and Frontier will take to ensure that existing customers retain reliable telephone service, including access to 911, until a dependable replacement is available and operational at their homes.

I would also appreciate information regarding the anticipated timeline for providing replacement service to affected households in the 54th Senate District and how the company intends to address service reliability during power outages.

Our rural residents deserve the same assurance of reliable emergency communications as those living in more populated communities. I urge Verizon and Frontier to work with affected customers and state and local officials to ensure that no household is left without a dependable means of calling for help.

Thank you for your attention to this important matter. I look forward to your response and to working together to protect reliable telecommunications service for the residents of our rural communities.

Sincerely,



Pamela A. Helming  
Senator, 54<sup>th</sup> District