

UTILITY LINKS

VERIZON INFORMATION

The following helpful information and Verizon contact numbers will help residents and the municipality deal with telecommunications related issues. Verizon's toll free number 1-800-VERIZON (1-800-837-4966) and website at <http://www.verizon.com/support> may be posted to your Municipal website and public access channels.

The Verizon network is a complex collection of assets, from buildings to transmission facilities to vehicles and people, and Verizon's regional control center is always preparing for adverse weather of the season.

The telecommunications network, like your home, requires power to function properly. If commercial power goes out, backup batteries and generators in Verizon's central switching offices or field facilities keep power flowing so customers' phones ring even when the lights go out.

To Report Service Related Issues:

Customers can contact Verizon at 1-800-VERIZON (1-800-837-4966) to report any service-related issue. For any emergency needs, that you or other municipal officials feel need immediate attention, please contact Stan Usovicz directly on his cell phone (617) 548-1332.

CHARTER

For questions regarding existing service or an existing order, please call:

1-888-438-2427

(You cannot order new service through this phone number)

General topics that can be addressed at this number if you have already placed an order for Charter services include:

- Scheduling an installation or checking the status of your installation for your service(s)
- Technical support questions for service(s) or equipment already installed at your address
- Questions regarding billing or payment

NATIONAL GRID

Customer Service – 1-800-322-3223

Outages/emergencies – 1-800-465-1212

http://www.nstar.com/residential/customer_information/

NSTAR

http://www.nstar.com/residential/customer_information/