

Maryland Office of People's Counsel

ALERT

Verizon telephone service outage in Baltimore City

February 1, 2017

The Maryland Public Service Commission (PSC) reports there is a temporary outage of customers' basic telephone landline service in the Mt. Washington neighborhood of Baltimore City. This apparently happened when a CSX train cut a copper cable in the area sometime on or before January 21, 2017.

OPC has been informed that Verizon is working to fix the cable this week, but that service may not be restored until at least Friday, February 3 or Saturday, February 4, because of access difficulties. Verizon will temporarily provide its wireless Voice Link service to affected customers.

If you are an affected landline customer in that area and need access to a phone, you can contact Verizon directly and request temporary Voice Link service in your home until service is restored. The Verizon number is 800-837-4966. Verizon's web address for service issues with landlines is <https://www.verizon.com/support/residential/contact-us/contactLayout.htm#>

Customers can contact the PSC at:

William Donald Schaefer Tower
6 St. Paul St., 16th Floor
Baltimore, MD 21202

<http://www.psc.state.md.us/>

(410) 767-8000
MD Toll Free: 1-800-492-0474
TTY Users call via Maryland Relay 1-800-201-7165

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