

May 30, 2007

Lutherville Community Association
Marcia Hettinger, President
P.O. Box 6
Lutherville, MD 21094



Dear Property Manager:

Verizon is bringing one of the most significant advancements in telecommunications technology to Maryland. The technology is called fiber to the premises or FTTP.

Verizon's network upgrades represent our transformation from a traditional telephone services company to a next-generation wireline and wireless broadband provider. We have embarked upon this project because of customers' demand for more bandwidth and speed.

With FIOS, our fiber service, Verizon can offer another choice for cable TV service, faster multiplayer gaming, video chats, digital movie downloads and other services at unprecedented Internet speeds.

As we transform our network, we will remain focused on customer care. We will work hard to minimize any inconvenience to Lutherville Community Association homeowners. Here is what you can expect to see in the coming days:

- We'll install fiber-optic cable underground in the public utility easements, an area reserved for utility companies to work on or upgrade their lines, next to or on private property. As with any work we do, we will follow local permitting requirements.
- Before any boring or digging, our construction crews are required to follow rigorous procedures to avoid existing underground utilities. Miss Utility will come out and out the colored markings on the grass. These tell us where underground utilities are buried. These markings will fade in time.
- We ask residents to mark auxiliary services installed on the property such as invisible per fences, underground sprinkler systems. and private water or sewer lines with temporary flags or signs so that Verizon contractors know the location of those systems.
- We will continue to demand that all Verizon employees and contractors working on our behalf respect your concerns, property, and time.
- We will restore any disruptions and disturbance to your property.

Door hangers will be placed on each residence to remind the residents when construction activity will begin and to provide you with the contractor's name and telephone number for inquiries about the project.

I would be glad to answer any questions that you or residents may have or if you'd like to schedule a meeting, I can come out and provide you with more details. Additional details can be found at www.verizon.com/fios. If you have comments, questions, or would like to schedule a meeting, please call our FTTP/FIOS Customer Care Center on 1-888-550-2244 for further assistance.

Sincerely,

Donora Dingman